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THE APCO PROJECT—
A NATIONAL TRAINING MANUAL AND PROCEDURAL GUIDE FOR POLICE AND PUBLIC SAFETY RADIO COMMUNICATIONS PERSONNEL

U. S. GOVERNMENT

LEAA DISSEMINATION DOCUMENT

THE APCO PROJECT-- A NATIONAL TRAINING MANUAL AND PROCEDURAL GUIDE FOR POLICE AND PUBLIC SAFETY RADIO COMMUNICATIONS PERSONNEL

Final Report submitted to
Office of Law Enforcement Assistance
United States Department of Justice

This project was supported by Grant #020 awarded by the Attorney General under the Law Enforcement Assistance Act of 1965 to the Associated Public-Safety Communications Officers, Inc. Persons undertaking such projects under Government sponsorship are encouraged to express freely their professional judgement, findings, and conclusions. Therefore, points of view or opinions stated in this document do not necessarily represent the official position or policy of the U.S. Department of Justice.

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PREFACE

The Project in Perspective

Among the many training projects supported under the Law Enforcement Assistance Act of 1965, several have sought as their main objective to develop or make available manuals, handbooks, films, and other curriculum materials for law enforcement and criminal justice personnel.* In other projects, such educational guides have been a secondary or collateral product of the training effort.**

A prime example of LEAA assistance offered solely for developing and disseminating a needed training tool was the Department's Grant No. 020 awarded in April of 1966 to the Associated Public-Safety Communications Officers, Inc. (APCO)--national professional association of police and public safety radio communications officers. This grant was designed to permit completion, publication, and national dissemination to all law enforcement agencies of significant size (i.e., serving populations of 5,000 or more) of a manual of standard operating procedures and guides for police and public safety radio systems.

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* Examples are LEAA Grants No. 081 to the League of Kansas Municipalities (handbook for all Kansas law enforcement officers), No. 026 to the University of Pennsylvania Law School (police manuals re legal and constitutional requirements of police work), No. 204 to the New York State Police (instructional handbook for police on new penal code and model operational procedures), No. 67-26 to the Federal Bureau of Investigation (reproduction and national distribution of FBI riot control manual), No. 086 to the American Trial Lawyers Foundation (training films on criminal law advocacy).

** Examples are LEAA Grants No. 031 (development of state search and seizure manuals in conjunction with prosecutor training workshops) and No. 241 to Southern Illinois University (development of lesson plans and curriculum tools in conjunction with correctional training officer institutes).

The APCO manual, end product of Grant 020, constitutes the body of this dissemination document. It is unaccompanied by a separate project report because the manual is, in effect, the grantee's final report. Pages 7-11 of the manual provide some measure of project history, organization, and purpose. As special appendices, material has been included to (i) show how the grantee has sought to follow up and build upon the manual's guidance through monthly training bulletins in its professional journal, and (ii) illustrate other handbook efforts which have received LEAA grant support.

The APCO Manual

The critical importance of radio communications to the effective functioning of police and other public safety agencies places great responsibility upon communications operators. Coping with crowded frequencies and modest--perhaps minimum--equipment, operators must work at optimum effectiveness. It is imperative that they utilize existing facilities efficiently and that they follow highly refined, standardized procedures.

To assist in achieving these objectives, APCO developed the operators' manual which is reproduced in the following pages. Under the Law Enforcement Assistance Act (LEAA) grant, APCO published and distributed the manual to 12,000 police and public safety agencies during early 1967. The LEAA grant not only supported preparation and publishing costs of the manual and consultation on its preparation by national experts, but also enabled the 12,000 agencies to receive it without

cost. With this original publication and distribution achieved, and its LEAA-funded commitments completed, APCO then provided and continues to provide additional copies at net cost ($1.00 per copy).

As an indication of the manual's reception by law enforcement, fire-fighting, forest conservation and other public safety agencies, APCO's second printing of 3,000 copies was exhausted within two months and, at this writing, distribution of the third printing is well under way. The manual's value and contribution are not hard to perceive. Perhaps of prime importance is the fact that few government entities have been able to provide public safety radio operators with suitable training. The manual helps to fill this void by serving both as a self-teaching device and as a classroom aid for those agencies which do provide training. The manual, moreover, is designed for the working operator --this notwithstanding the difficulties in prescribing procedures to cover the special requirements of every public safety department. As stated in the foreword:

> This manual does not list absolute and mandatory rules, neither does it necessarily cover everything an operator should know. It is intended rather as a basic guide for all forms of public safety communications, especially for those departments that are unable to provide training programs for their own operators. It may be useful as a supplement for those agencies who employ their own manuals.
>
> This manual was written by nationally recognized professionals in their fields. The procedures they recommend are based on experience and are drawn from those used by many public safety agencies. The difficulties in establishing hard and fast procedures to cover the special requirements of every public safety department in the land are recognized. There is a

need, however, for a universal influence and means which will serve to promote the use of standard basic operating procedures, and it is toward this end that APCO and the Office of Law Enforcement Assistance trust that their combined efforts will prove to be useful.

Since the text of the manual is reproduced here for reference purposes only, it has been presented in a larger size and with a different binding than designed by the grantee. The actual manual is spiral bound and its size is a compact 5-1/2 x 8-1/2 inches for convenience of operating use.

APCO's research and developmental work on this project began in 1964. Between 1964 and 1966, APCO's Operating Procedure Committee devoted extensive effort to preparing a manual that would meet national needs. Increasingly, APCO officials realized that completion of the work and proper initial distribution was beyond the organization's current resources, a determination which led to the application for LEAA financial support, a positive response in award of a $29,012 grant and, ultimately, the successful conclusion of the manual effort.

APCO's basic membership consists of state and local government agencies which have communications responsibilities. It is a non-profit organization with chapters in most areas of the nation. It participates regularly in rule-making proceedings before the Federal Communications Commission (FCC), works closely with the International Association of Chiefs of Police (IACP) and that organization's Communications Committee, and is generally active in matters relating to police and public safety radio communications.

An unusually effective follow-up technique in the manual's dissemination and proper utilization has been devised by APCO through a new instructional section in the organization's monthly magazine, The APCO Bulletin (see Appendix A). This section, "From the Operatin Viewpoint," is based upon the manual and provides detailed explanatio and discussion of various recommended procedures. When the Bulletin has fully completed its exposition of the manual in this fashion, APCO will have provided another valuable service to law enforcement communications personnel and have compiled a manual adjunct of partic lar usefulness in the training classroom.

Office of Law Enforcement Assista
February 1968

CONTENTS

	Page
Preface by Office of Law Enforcement Assistance	i
Text of Public Safety Communications Standard Operating Procedure Manual	1
Appendix A--From the Operating Point, Excerpt from The APCO Bulletin, February 1968 (Illustrates Grantee's Continuing Monthly Training Seminar on Manual Subjects)	A-1
Appendices B through F--Title Pages and Tables of Content of Other LEAA-Supported Training Guides and Manuals	A-3
Appendix B. Manual for Police, New York State Police	A-5
Appendix C. Handbook for Law Enforcement Officers, League of Kansas Municipalities	A-9
Appendix D. Prevention and Control of Mobs and Riots, Federal Bureau of Investigation	A-13
Appendix E. The Law of Arrest, Search and Seizure in Iowa, National District Attorneys Association	A-21
Appendix F. The Police Helicopter Patrol Team: Training Manual and Flight Syllabus, Los Angeles County Sheriff's Department	A-23

PUBLIC SAFETY COMMUNICATIONS

Standard

OPERATING PROCEDURE MANUAL

© Associated Public-Safety Communications Officers, Inc., 1967

First Edition

February 1967

A product of Project Two of the APCO Project Series Foundation; funded by the Office of Law Enforcement Assistance.

Reproduction of this manual is prohibited unless by previous authorization of APCO, except, the items of Section 4 may be reproduced by tax-supported public safety entities for their own use only. For information or additional copies contact Major J. Rhett McMillian, Jr.; Administrative Assistant; Associated Public-Safety Communications Officers, Inc.; Municipal Airport, P. O. Box 306, New Smyrna Beach, Florida, 32069; Telephone Number: 904/428-8700.

Additional copies are available by request made on regular organization printed purchase order form, or by prepaid cash or money order at $1.00 per copy, postpaid.

FEDERAL COMMUNICATIONS COMMISSION

WASHINGTON, D.C. 20554

February 2, 1967

IN REPLY REFER TO:
7000

Associated Public Safety
Communications Officers, Inc.
2503 Allender Avenue
Pittsburgh, Pennsylvania 15220

Gentlemen:

A draft copy of a manual in process of preparation by your organization titled "Public Safety Communications Standard Operating Procedures" has been brought to my attention. I understand that the obviously extensive effort devoted to its preparation is made possible, in part, through a law enforcement agency assistance program administered by the Department of Justice.

The draft has been reviewed in detail by knowledgeable Commission staff and has received their enthusiastic approval. I further understand that they have made several suggestions which you have found constructive and helpful.

As you know, the Commission is vitally concerned with achieving the most effective and efficient use of the frequencies allocated for the many uses of radio. This is particularly true in the vital law enforcement and other public safety fields in which radio is so important to the protection of life and property.

An operating manual such as you have prepared is unquestionably beneficial and can contribute greatly to efficient use of radio facilities. I can speak unqualifiedly for the Commission in commending this highly worthwhile effort on your part. We are also pleased that our staff could be of some slight assistance in its preparation to the end that it is an accurate reflection of the Commission's rules and regulations. We will welcome the opportunity for such further similar assistance in the future as may be desirable because of revisions in rules and policies.

Sincerely yours,

Rosel H. Hyde
Chairman

cc: Mr. Joseph M. Kittner
McKenna and Wilkinson
1705 DeSales Street
Washington, D. C. 20036

INDEX

FOREWORD 7

PROJECT ORGANIZATION 9

PURPOSE 11

THE OPERATOR (Section 1) 13

TELEPHONE TECHNIQUES (Section 2) 19

RADIOTELEPHONE-VOICE-TECHNIQUES (Section 3) 23
(A) Base Stations
(B) Mobile Stations

EXHIBITS (Section 4) 45

Ten Signals
Phonetic Alphabet
2400 Hour Time
Greenwich Time (ZULU)
Personal Description (John Doe)
Log Form
Message Form #1
Message Form #2
Message Form #3
Information Form
Complaint and Administrative Forms

THE FEDERAL COMMUNICATIONS COMMISSION (Section 5) 67

What it is
What it does
Why it does it
How it does it
The "Don't" List

LAW ENFORCEMENT COMMUNICATIONS (Section 6) 81
(A) Radio
Voice
(B) Teletypewriter
LETS

CIVIL DEFENSE COMMUNICATIONS (Section 7) 107

CONCLUSION 113

GLOSSARY 115
Abbreviations
Definitions

FOREWORD

The original public safety radio service was the Police Radio Service. The rapid development of the art soon brought about the establishment of additional public safety services: Fire, Forestry-Conservation, Special Emergency, Highway Maintenance and State Guard. The original police communications supervisors soon found the city fathers adding wider and more diverse communications responsibilities to their primary functions until this trend was reversed by integration and coordination of departments by means of the establishment of the Local Government Radio Service. The police communications supervisor had thus become the communications supervisor for various functions at municipal, county and state levels and APCO, reflecting this consolidating though founded in 1935 as a police communications organization, became the Associated Public-Safety Communications Officers, Incorporated.

APCO has historically published communications operating manuals and many of those procedures, including the famous TEN SIGNALS, have become standards. However, the present explosive demands of a mushrooming population with the accompanying problems caused by increasing numbers of highways, automobiles, crimes and related needs for public services have resulted in a rapidly expanding public safety radio service.

APCO found its limited resources rapidly becoming inadequate to keep pace with the increasing demands for its communications services. The advent of the Law Enforcement Assistance Act provided a means for supplementing these efforts and in 1966 the Office of Law Enforcement Assistance awarded APCO Grant #020 for the purpose of publishing this first public safety communications operating procedure manual of national scope and character.

This manual does not list absolute and mandatory rules, neither does it necessarily cover everything an operator should know. It is intended rather as a basic guide for all forms of public safety communications, especially for those departments that are unable to provide training programs for their own operators. It may be useful as a supplement for those agencies who employ their own manuals.

This manual is specifically not an engineering text. It is concerned only with the operation of a system after the engineering and construction has been completed. Therefore, communications circuits, their capabilities and technical methods, are not treated since these designs are predicated upon local needs, policies, organization, etc. Neither is this manual concerned with FCC technical maintenance requirements.

Because of the special needs of the Police radio service, which are

peculiar to interagency and interstate communications, a separate section will be found on law enforcement procedure.

As a condition of the OLEA Grant, 12,000 copies of this manual will be distributed free of charge to agencies throughout the nation by means of the APCO Chapters. It is anticipated that every state organization, county sheriff's office and principal municipality (5,000 or more population) will be provided with at least one manual. Once this supply is exhausted additional printing of the manual will be effected at APCO expense, but in such event, the price charged therefor will not exceed the total cost to APCO of printing, handling and distribution of the additional copies plus a reasonable charge to recoup organizational overhead costs associated with the project.

This manual was written by nationally recognized professionals in their fields. The procedures they recommend are based on experience and are drawn from those used by many public safety agencies. The difficulties in establishing hard and fast procedures to cover the special requirements of every public safety department in the land are recognized. There is a need, however, for a universal influence and means which will serve to promote the use of standard basic operating procedures, and it is toward this end that APCO and the Office of Law Enforcement Assistance trust that their combined efforts will prove to be useful.

It is recognized that the communications art stands at the threshold of advanced computer techniques. The establishment of the National Crime Information Center is just one example of the changes that are being wrought in the communications field. It is likely that some of the procedures recommended in this manual will be subject to modification as experience with the new systems accumulates. The changes in procedure that may be dictated by these new techniques will be the products of time and experience. This manual fills a present need, will do its part in influencing proposed new methods, and future editions of this manual may be modified accordingly as universal agreement may indicate.

PROJECT ORGANIZATION

Project Director:	Major J. Rhett McMillian, Jr. President APCO 1965-66. Chief, Communications Division, Florida Game and Fresh Water Fish Commission, New Smyrna Beach
Assistant Director:	Captain Joseph T. Marshall, Communications Officer, Virginia State Police, Richmond, Past President, APCO; Chairman, IACP Communications Committee.
Fiscal, Printing & Distribution:	William M. Gamble, Superintendent of Bureau of Communications, Department of Public Safety, City of Pittsburgh, Pennsylvania. Secretary, Past President, APCO
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Municipal Police Committee:	Chairman: Captain Frank D. Campbell, Communications Officer, City of Indianapolis, Indiana. Past President, APCO Capt. William L. Miller, Communications Officer, Police Department, City of Chicago, Illinois Capt. Howard P. Black, Communications Officer, Police Department, Mobile, Alabama. Past Secretary, President, APCO Anthony J. Gain, Chief, Electronics Division City of Los Angeles, California

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	Sanford Smith, Municipal Engineer Greensboro, North Carolina.
	William Whiting, Director of Communications, Kern County, Bakersfield, California. Past President, APCO, IMSA
Forestry-Conservation Committee:	Chairman: Harold J. McGinnis, Communications Engineer, Wisconsin Conservation Department, Tomahawk. Past President, FCCA
	Fred Waters, Radio Engineer Arkansas State Forestry Commission Little Rock, Arkansas Past President, FCCA
Highway Maintenance Committee:	Chairman: Bernard Flood, Communications Engineer, Arizona Highway Department, Phoenix.
	Robert W. Grafe, Radio Communications Supervisor, Florida State Road Department, Tallahassee
	Willis M. Green, Radio Engineer Michigan Department of Highways, Lansing
APCO Operating Procedure Committee:	Chairman: Pauline Dickson Department of Public Safety St. Albans, West Virginia

PURPOSE

This manual is primarily intended to furnish a basic operating guide to those persons inexperienced in the fundamentals of proper communications procedure, and, to provide a reference manual for the veteran operator and for those whose responsibilities include that of the training of others.

It is intended that the operator learn that his communications system is a powerful separate force that must be handled so as to provide a useful and immediately responsive service to his department. The operator must learn that in law enforcement work in particular his communications system is an added weapon to his department and that as such it should be used when necessary and that otherwise it should be left alone.

A radio system utilizes one of the nation's most valuable natural resources, the radio frequency spectrum. The right to use this resource can be jeopardized by ignorance of the Rules and Regulations of the Federal Communications Commission.

The business of public safety communications, regardless of the specific service, involves some interchange of communications between services for coordination of action on problems affecting more than one agency. For reasons of expedience or economy it is not uncommon for one service to perform dispatching for several other services. Further, many services are frequently required to some extent to coordinate with Federal agencies which have similar responsibilities.

For these reasons it is almost mandatory that a common standard operating procedure be used by all services to promote more efficient communications, with the following benefits:

A. Ease of understanding

B. Elimination of errors

C. Minimum communication time

D. Development of a professional manner

E. Interservice cooperation

Section I The Operator

SECTION 1.0
THE OPERATOR

Heritage and Responsibility:

1.1 The terms dispatcher, operator, and communicator are synonymous and normally refer to persons operating base or fixed communications equipment.

1.2 There are few positions in the Public-Safety Services which are subject to more continuous scrutiny than is that of a dispatcher, or where a higher standard of performance must be the rule rather than the exception.

1.3 Superior performance arises from devotion to duty and the determination to fulfill assigned responsibility. The spirit of "the Message to Garcia" still lives in public safety communications.

1.4 A good dispatcher must accept the responsibility to fulfill the requirements of his position. This includes the prompt, accurate, and courteous handling of message traffic in a professional manner so as to be of utmost assistance to the police officer, fireman, ranger, highway or public works officer or whomever the communication system was designed to serve.

1.5 The dispatcher will be only as effective as his own initiative and sense of responsibility may dictate, and neither the material in this manual nor that in any other will compensate for carelessness, lack of sincere effort, dishonesty, or disregard of established regulation.

He can be, by his own choice and action, an example of all that is good in public safety communications, admired and respected throughout the service, or he can be, again only by his own choice, a discredit to his service and to his superiors through disregard of his responsibilities. But in the latter instance, not for long.

1.6 Whichever he is, he *will* be an example, either good or bad, because of his position. Mobile unit operators, however poor their procedure, are rarely heard by anyone other than their own dispatchers or a limited number of their own mobile stations. The base station operator, on the other hand, is heard by all of his own mobile stations and he is in frequent contact with other base or fixed stations and services, often through several different communications media. He is the point of contact through which most information is received or disseminated and to all with whom he is in contact he represents his department.

1.7 He can do more by example in training mobile operators than

any classroom session. His procedure, good or bad, will be emulated unconsciously. His position is one of control and he is expected to promote an orderly and legal operating procedure.

1.8 In extreme emergencies or disaster, when traffic mushrooms due to auxiliary personnel and the requirements of interservice coordination, when emotion mounts high, and when success seems impossible, the cases are legion where a calm, courteous and alert dispatcher has brought order out of chaos simply by analyzing the message traffic he hears and suggesting the best application of the resources which he knows to be available.

1.9 The dispatcher must know the capabilities and limitations of the communication systems that he is authorized to operate. He must be familiar with the administrative organization of his department so as to be able to route traffic properly, and be knowledgeable of the equipment and resources available to his department for the process of their duties, both regular and emergency. He must be familiar with the organization and communications capabilities of cooperating agencies and with the rules and regulations of the Federal Communications Commission which are applicable.

1.10 Basic Qualifications Summary:

a. Ability to speak clearly and distinctly at all times.

b. Ability to reduce rambling and disconnected material into concise and *accurate* messages.

c. Ability to think and act promptly in emergencies.

d. Ability to analyze a situation accurately and to take or suggest an effective course of action.

e. Thorough understanding of the capabilities of his own communications system and a working knowledge of cooperators' systems.

f. Adequate understanding of the technical operation of his own system to allow intelligent reporting of equipment failures.

g. Physical and mental ability to work effectively under all conditions encountered.

h. Knowledge of the FCC Rules and Regulations applying to operator's responsibilities.

1.11 Radio Operator License Requirements:

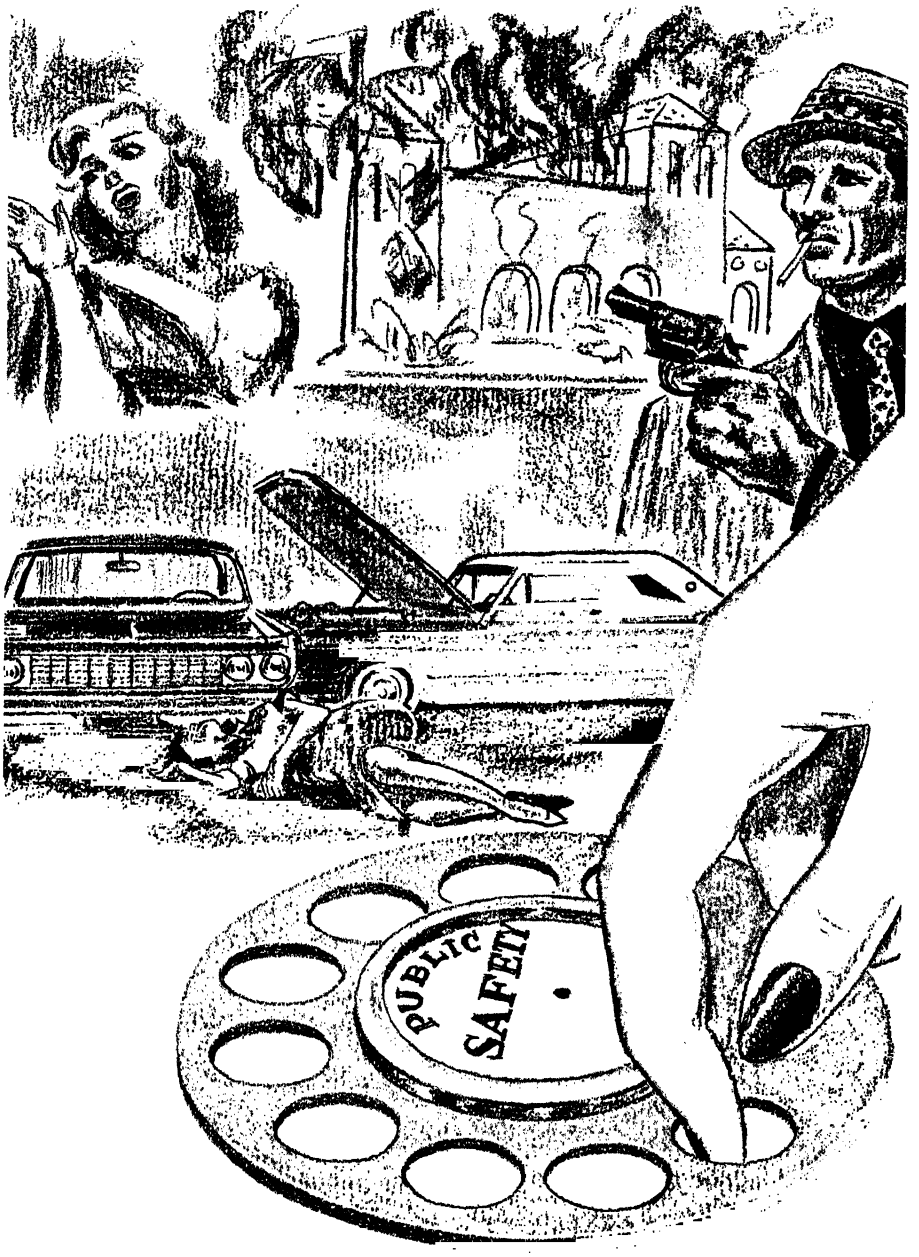
It is the responsibility of the state, county, or municipal agen-

cy holding the radio station license to assure that the system is operated in accordance with Federal Communications Commission Rules and Regulations. While no operator's license is required for most dispatching duties, the FCC nevertheless requires that any person operating a radio transmitter be familiar with its Rules. A copy of the FCC Rules should be on file at each operating position.

1.12 The Mobile Unit Operator:

This manual has the base station operator as its primary concern. However, there is a separate Section on mobile unit techniques (Section B3). It is recommended that the mobile unit operator become familiar with all Sections of this manual since it is not uncommon for the mobile unit operator to occasionally fill in at the base station operating position. Of more importance is the fact that, when the mobile unit operator is more aware of the problems of a base station operator, a mobile unit operator becomes a more intelligent user of the system channel and is thereby capable of making a major contribution to the operating efficiency of the system.

Section 2 Telephone Techniques



SECTION 2.0

TELEPHONE TECHNIQUES

2.1 It may seem strange to the uninitiated to find a section on telephone technique in the forefront of a manual on public safety communications. If so, it serves to indicate how much a part of our everyday lives the commonplace telephone has become. It is because of this public dependance on a household instrument that the public safety operator must be more aware of the telephone's importance.

2.2 The telephone is the most available and, therefore, the most important means of access the citizen has of obtaining the services of a public safety department. It is the primary LINK between professional and nonprofessional communications.

2.3 The telephone is the fundamental method of communications within a department and is the chief means of informal or unformed messages between departments.

2.4 When you lift the receiver of your telephone you are about to meet someone, to engage in a conversation as important as a face-to-face visit, and YOU are the department.

2.5 ANSWER PROMPTLY. Treat each call as an emergency. Place yourself in the place of one who may be ill or suffering from fear or panic. Every ring for that person is an eternity. Try to answer within three rings.

2.6 IDENTIFY YOURSELF AND YOUR DEPARTMENT. This insures the caller he has placed his call properly and calms the party who may require assistance.

2.7 SPEAK DIRECTLY INTO THE MOUTHPIECE. This insures that you will be properly understood and will not waste time repeating information. Speak UP! Don't swallow your words.

2.8 OBSERVE TELEPHONE COURTESY. A calm, competent, decisive voice that is courteous will never antagonize the caller.

2.9 TAKE CHARGE of the conversation. After the initial exchange, and you sense the need of the calling party, cut off superfluous wordage by leading the call into meaningful context by asking questions as to who, what, where, when. Be courteous but firm.

2.10 TAKE ALL INFORMATION. *Write it down.* Never leave anything to memory.

2.11 EXPLAIN WAITS. Explain why it will take time to check for information and that you will call back. A party waiting on a

"dead phone" may become irritable and uncooperative.

2.12 AVOID JARGON or slang. Use good English.

2.13 SHOW INTEREST in the person's call. The person calling has or needs information and to him it is important.

2.14 USE CALLER'S NAME when possible; it makes him feel you have a personal interest in his call.

2.15 Try to visualize the caller. The telephone is an impersonal thing and we may tend to be curt, less courteous or lose our temper easier than if we were meeting the party in person.

2.16 Make sure the information gets to the proper person; never give the caller misinformation, never guess, but refer them to the proper party if it means transferring the call. If requested information is not immediately available, obtain name and number and return call.

2.17 Advise when you leave your telephone. Let your co-workers know of your whereabouts when leaving your position.

2.18 Place and receive your own calls, this provides far better harmony with the citizen than letting someone else do the calling.

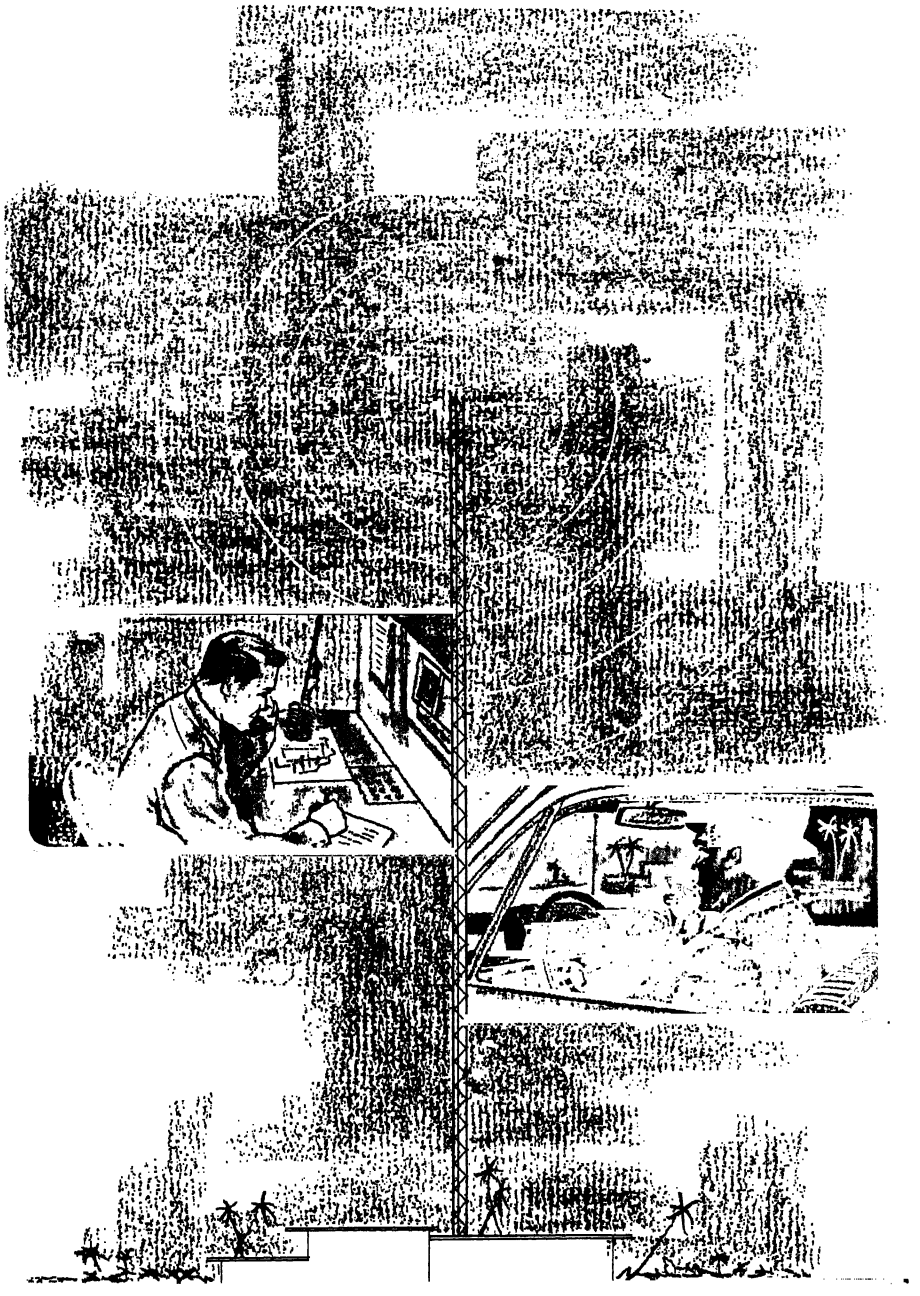
2.19 List frequently called numbers. Place such numbers as well as all other important numbers within view of the operating position.

2.20 DO NOT SAY "Who's calling?" You will receive a better response, without a feeling of "It's none of your business," if you simply say "May I tell Mr. ---- who called?"

2.21 Transfer calls only when necessary, and when necessary tell the caller what you are going to do.

2.22 Terminate calls positively and courteously.

Section 3 Radiotelephone — Voice — Techniques



SECTION A3.0

BASE STATION TECHNIQUES

A3.1 The Public Safety voice (radiotelephone) radio base station is licensed primarily to intercommunicate with its mobile radio units and is secondarily licensed to intercommunicate with other public safety base stations.

A3.2 The purpose of a public safety radio system is to dispatch messages and related information pertaining *only* to the official business of its licensed public safety organization (known to the Federal Communications Commission as the "user" or licensee), to and between its mobile units.

A3.3 The mobile units (stations) of a licensee, whether or not licensed separately from a base station, are under the control of its related manned base station.

A3.4 The statements in the above items should cause the base station operator to be urgently aware of the basic importance of his position, and to know that the proper discharge of his duties can only be accomplished by monitoring his position. An operator must operate, no more no less.

A3.5 The foundation of a good operator rests upon reliability and promptness. The simplicity of this statement is disarming; when put into practice only an experienced operator can meet the rigid demands of "reliability and promptness."

A3.6 Reliability should never be sacrificed for speed, yet speed is of equal importance. Learning and applying the techniques in this manual will help to equalize speed and reliability.

A3.7 An operator is governed by the rules of his department as well as by the rules of the Federal Communications Commission. A public safety employed operator is not normally required (above 25Mh/z) to be licensed by the FCC, and if not licensed, he must understand that his department is responsible to the FCC for his communications activities. If a restricted operator permit is desired, an FCC Form No. 753 must be filled out and sent to the Federal Communications Commission in Gettysburg, Pa. 17327. Application forms are available from the same address and from the FCC Field Office in your area. A two dollar fee must accompany the application.

A3.8 An operator, whether or not licensed, has the right to protect himself concerning his communications activities. In so doing he has the duty to advise his supervisor of any message he has been requested to dispatch or of any act he has been requested to perform, which, in his considered opinion, may *reasonably*

cause a violation of the Rules and Regulations of the Federal Communications Commission. Such advice should be preoffered with the tact and respect due a supervisor.

A3.9 If, in such an instance as that noted in (3.8) above, the operator is again requested to perform the reported upon act by his so advised supervisor then the operator should immediately perform that act, and, should enter his pertinent and relative comments in the station log.

A3.10 The licensee is required to have full and exclusive control at all times of the system equipment for which he is licensed. The licensee has the right to govern who may or may not open cabinets or equipment rooms.

A3.11 An inspector of the FCC has the right to inspect the licensee's equipment and the station logs and records *at any reasonable hour.* You should request any person representing himself as an FCC Inspector to show his credentials before making your records and premises available.

A3.12 The operating position should be the depository of the keys to all transmitter cabinets and rooms, including those at remote sites. The keys should be tagged or otherwise identified.

A3.13 Do not accept any statement or report as necessarily true. Various persons usually will submit different versions of the same complaint or happening.

A3.14 Do not jump to conclusions with the information given. Stick to the facts. Do everything possible to obtain and furnish information which will assist someone else to solve a matter or cause an appropriate act.

A3.15 Operators should be familiar with the Rules and Regulations of the FCC which govern the operation of a radio station in the public safety radio services. (See Sec. 5)

A3.16 A LOG is the station record required by the FCC. The log is kept in written form. (See Sec. 4) Use pen and ink or typewriter. A department may require certain entries in addition to those required by the FCC. (See Section 5)

A3.17 The operator must sign on the station log when reporting for duty, and sign off when relieved. NAME AND INITIALS must be shown, not just initials.

A3.18 In signing on and off duty, the operator going off duty should sign on one line, giving time and full name. The relief operator should sign on the next lower line in like manner. Time of these actions must be placed in the columns provided on the log form.

A3.19 It should be the duty of each operator reporting for duty to read the log and familiarize himself with any activity called to his attention by the operator going off duty.

A3.20 If the station is not operated twenty-four hours a day, it is suggested that the station be verbally signed on the air at the beginning of each day of activity, and be verbally signed off at the end of each day of operation. Example: "This is the Public Works radio station of the City of Jonesville, Florida, now in service at 0800, operator *(name)* on duty, KIE ---." At the end of the day: "This is the Public Works radio station of the City of Jonesville, Florida, now out of service at 1700, operator *(name)* off duty, KIE ---."

A3.21 Log sheets should be numbered consecutively, sheet number one (1) starting just after midnight (2400) on the first day of each month and continuing until midnight of the last day of the month.

A3.22 A completely new log sheet should be started at the beginning of each day. If the operator's duty runs from night of one day until morning of the next, upon the first minute of the morning of the next day, 0001, the next log sheet should be numbered and dated. However, if the operator signs off his tour of duty during the early morning hours and his relief comes on several hours later, the same log sheet will be used as if no break had occured, except, of course, in the matter of the time of entries.

A3.23 If corrections are made in the log, the original entry MUST NOT BE DEFACED OR RUBBED OUT IN ANY MANNER. Simply draw a line through the entry, in such a manner that the entry can still be read, and enter your initials after the original entry and on the same line, THE DATE ALSO. Make correct entry on the following line in the usual manner.

A3.24 Operators must be familiar with all stations to be monitored. The call letters and locations of such stations should be known by all operators.

A3.25 Operators should not make adjustments to the radio equipment except as provided in the nature of control knobs, etc.

A3.26 Operators must listen to the circuit before keying the transmitter in order to not cause interference. NEVER CALL A STATION WHILE ANOTHER STATION OR CAR IS WORKING. BE COURTEOUS.

A3.27 Operators must familiarize themselves with the counties, cities, and important areas the station serves. Proper pronunciation must be used.

A3.28 The operator must not leave the operating position at the control desk unless absolutely necessary and then only by means of a relief operator or by temporarily signing the station off the air. He must return immediately upon fulfillment of any other requirements. THE OPERATOR'S DUTY IS ONE OF OPERATING, AND MONITORING OTHER STATIONS IS OF VITAL IMPORTANCE. STAY ON THE JOB!

A3.29 Courtesy can be more aptly expressed by the tone of voice and manner of presentation then by words. Eliminate all unnecessary talking. Never say "thank you" or "please."

A3.30 Study the construction of a message before transmitting it. If necessary, write it out on scratch paper and then cut it down to telegram brevity. Don't be brusque, just be direct.

A3.31 Time on the air is your priceless commodity. Never forget that your department radio station license is not a bill of sale for the frequency on which your station operates. It is, rather, public notification that a federal regulatory body has allowed or "permitted" your department to use a frequency for a period of five years. Continued and knowledgeable rules violations will result in that privilege being revoked. Unnecessary time on the air is a senseless waste of a valuable public resource.

A3.32 Words or voice inflections which when broadcast reflect or indicate irritation, disgust or sarcasm, must not be used. Relations with other operators must remain cordial at all times.

A3.33 Be absolutely impersonal while on the air. Avoid the egotistical "I," and concentrate on third person language.

A3.34 Avoid familiarity. Use proper names and titles or unit identifiers (see Sec. B3.14).

A3.35 NEVER CHANGE A SINGLE WORD IN A FORMAL MESSAGE WHICH IS RECEIVED FOR RELAY PURPOSES. RECORD AND RETRANSMIT IT EXACTLY AS GIVEN.

A3.36 A station originating a formal message which is to be relayed on the air by the receiving station should monitor the receiving station so as to certify that the message is retransmitted correctly.

A3.37 Long messages should be broken into phrases and each phrase repeated once before going to next phrase of the message.

A3.38 At the end of two or three phrases of a long message the operator should inquire "So Far?" of the station or car to which he is transmitting. This is done in order to reduce the number

of repeats, because if the receiving operator misses any part of a message he has missed all the meaning of the message.

A3.39 An operator should not receipt for traffic until he is sure he has it correctly. If fill-ins are required the following form should be used: "Go ahead (from the last word received) to (the first word received after the blank)." Or, if completed except for the beginning or ending, say "Repeat up to" (the first word received), or, "Repeat all after" (the last word received).

A3.40 If, after calling a station or car twice, no reply is received, sign off the air. Then call again in about a minute. Do not fill the air with incessant and useless calls.

A3.41 At the end of a transmission when a reply is expected, the words "Go ahead" should be used. Do not use the term "Over" or "Come In."

A3.42 When a station calls another station for information, and the receiving station does not have the information directly at hand, the receiving station should request a Standby (10-6) and sign its call letters; in this way the air is clear for other traffic while the desired information is being obtained.

A3.43 Any station calling must be answered promptly. If it is impossible to take a message at the time, the station must still be answered immediately and advised 10-6. If a message can be taken, the operator will say "Go Ahead, (city or station or car.)" UNDER NO CIRCUMSTANCE ALLOW A CALLING STATION TO GO UNHEEDED. GIVE A STANDBY IF NECESSARY, BUT AT LEAST ANSWER THE CALL.

A3.44 NEVER FORGET A STANDBY! If you have asked a station or car to standby, don't forget to call him back as soon as possible. To do otherwise is not only breach of operating techniques; it is, in fact, an insult.

A3.45 Use the name of your geographical location in calling up or in answering calls, "Lake City -- (to) -- Ocala." "Ocala, go ahead, Lake City." "Richmond -- (to) -- 21 (mobile unit)." "21, go ahead, Richmond."

A3.46 It is traditional in the public safety radio services to give the name of the calling station first - then the name of the station being called. This practice started in the early days of public safety radio when static and noise on the low frequencies then in use made it necessary for the called station to be alerted that something was coming through the racket. That "alert" was the calling station announcing its own name first so that at least the station being called would have heard its own name, and if

it had failed to hear the name of the calling station, it could ask for the unknown station calling to repeat. In this present day of congested radio channels this practice is still found to be that most useful.

A3.47 Use the call sign of your station at the end of each message (not necessarily at the end of each *transmission* as there may be several transmissions in one message). This not only helps in complying with an FCC regulation but it also will indicate to other waiting stations that you have completed this particular bit of your business and that you have signed your station off the air so those other stations waiting may use the channel.

A3.48 Example: (3.46-47): "Jonesville - Brownsville, 10-43." "Brownsville, go ahead, Jonesville." "Car 14 10-23, KIE ---." "10-4, Jonesville, KIE ---."

A3.49 Signing of a station's call sign is one of the most important functions of the operator, both because it is necessary by Federal Rules and because it is the mark of distinction of that particular station. It must be done in a manner which clearly indicates that the operator is proud of the service his station offers, and this is accomplished by putting the accent on the next to last number in the call sign. KIE 886 is KIE 88<u>6</u>. The voice is raised a complete octave on the <u>8</u>. KIF 763 is KIF 7<u>6</u>3. KJG 29 is KJG <u>2</u>9. Let your system know that *your* station is awake, listening, ready.

A3.50 An operator's voice should give the distinct impression that he is on his toes, alert, ready for any contingency. His reply to a call must be immediate and decisive. Nothing imparts confidence as does an operator whose voice is impersonal, clear, instant, completely ready to serve. Nothing destroys confidence as does a voice which conveys the weary impression of: "what the h--- do *you* want?", or that it took all of its strength to push the mike button, or, that signs off in a garble that threads away into oblivion.

A3.51 Definite time should be specified instead of indefinite; for example; "September 10" instead of "Today, date, yesterday, or tomorrow." Definite hour and minute time should be used, and not, "a few minutes ago," etc.

A3.52 Numbers should be repeated first individually as integers, and then as the whole number. Example, 1,527,617, is transmitted; 1,5,2,7,6,1,7 (pause), one million, five hundred twenty-seven thousand, six hundred seventeen."

A3.53 The number "0" is normally pronounced as "zero."

A3.54 Numbers are an important part of your message reading. Their confusion and mis-copying can lead to much trouble, both for your department and the others to whom your messages are addressed. Following is the correct pronunciation of numbers:

1-"WUN" . . . with a strong W and N

2-"TOO"..... with a strong and long OO

3-"TH-R-EE" . with a slightly rolling R and long EE

4-"FO-WER" . with a long O and strong W and final R

5-"FIE-YIV" . with a long I changing to short and strong Y and V

6-"SIKS" . . . with a strong S and KS

7-"SEV-VEN". .with a strong S and V and well-sounded VEN

8-"ATE" . . . . with a long A and strong T

9-"NI-YEN" . . with a strong N at the beginning, a long I and a well sounded YEN

0-"ZERO" . . . with a strong Z and a short RO

A3.55 Do not use superfluous words. Never ask "what is your 10-20," Instead, ask "10-20?" Don't say "10-6 just a minute." say "10-6."

A3.56 Don't take time to explain why a 10-6 is necessary. The receiving station should honor a 10-6 without question. Any long drawn out explanation only causes useless traffic and delay in the system.

A3.57 FORGET HUMOR! Your radio system suffers enough without it.

A3.58 Twenty-four hundred hour time is preferred over common 12 hour time. If a person receives a message which has been relayed through several stations advising him to meet someone at a certain place at "3 o'clock" the following date there is a distinct possibility the person will wonder if the time given is morning or afternoon time. Also, the letters AM and PM are often misunderstood over the air. The use of 2400 time will eliminate the necessity of entering AM or PM at noon and midnight on the log forms. (See Sec. 4)

A3.59 Be familiar with the areas serviced by your organization. Learn the location of highways and other important geographic points. Seek to improve your knowledge of other cooperating organizations and know:

A. How to contact the organizations.

B. Who to contact within the organizations.

C. Service they render, what equipment and forces they have available.

D. Location of their facilities and distances to your area or station.

Most Public-Safety organizations have coordinated emergency plans for times of emergency or disaster. Familiarize yourself with these plans and with your designated role under such conditions.

A3.60 Do not guess! Check all doubtful words. Never acknowledge a transmission unless you are sure that you have it correct and understand it. If the terminology used in the system you are operating on is unfamiliar to you, learn its meaning.

A3.61 Caution should be exercised in attempting to explain or amplify a message given to you to transmit. If the person receiving the message indicates doubt as to the meaning of a message repeat the message verbatim. If the person receiving the message is still unable to understand the meaning of the message, refer the message to the originator for clarification.

A3.62 Avoid phrases and words that are difficult to copy. Some examples of poor and preferred words are listed:

Poor	Preferred
Want	Desire
Can't	Unable
Buy	Purchase
Get	Obtain
Send	Forward
Do you want	Advise if
Find out	Advise if
Call and see	Check

A3.63 Dispatching names can be accomplished accurately by first pronouncing the complete name; then spelling the first name, giving the first letter of the name phonetically; then pronouncing the last name and then spelling it phonetically (see Sec.4):

Example:

"John Phares"

"J-John-O-H-N"

"Phares"

"P-Paul"

"H-Henry"

"A-Adam"

"R-Robert"

"E-Edward"

"S-Sam"

Then pronounce the whole name -

"John Phares"

It is better to spend the extra time required in spelling names clearly, since, for example, this name could easily have been copied "Fares", "Farres", or Ferris", depending upon local pronunciation.

A3.64 Remember the word "CYMBALS" when describing motor vehicles. Start at the top and move down according to the following:

Color

Year

Make

Body style

And

License

Serial (Vehicle Identification Number)

A3.65 A station operator should ask a telephone caller to wait until it can be determined if an incoming radio call is urgent. Only a few seconds will be required to copy a short message and resume the telephone call, or, advise 10-6 if the telephone call proves more urgent.

A3.66 If a station operator has a message of any length which must be copied by a mobile operator, the sending station should so indicate a message to be copied. This will allow the mobile operator time to move out of traffic if necessary (alone in car, etc.) and prepare to copy the message. This may avoid having to repeat or will give the mobile operator an opportunity to advise his status. He might be on the way in to headquarters, making transmission of the message unnecessary. Message could be handled as follows:

Example:

Base: "Charleston - 210, 10-63."

Car: "210, Charleston, Adams and Monroe, 10-6."

Then: "210, Charleston. Go ahead with traffic."

A3.67 The international distress signal is the spoken word "MAY-DAY" from the French term "M'aidez" which is a request for help. This signal is in regular use, particularly in the aeronautical and maritime fields, and should be immediately recognized by any operator as an urgent call for aid. Its reception and all pertinent traffic and/or action should be logged. This signal should not be used for any other than a situation of extreme gravity and its false or fraudulent use is prohibited.

A3.68 There are other signals which indicate emergency. Operators should be instantly familiar with these, among which are "10-33", "10-34", the spoken word "urgent" repeated several times, or simply the word "help." When assistance is needed in minor emergencies such a word as "assistance" will indicate the degree of urgency.

A3.69 Some form of an "in service" and "out of service" mobile unit log (10-7 and 10-8) should be carefully maintained. This record is used constantly in dispatch operations and it is all important when an emergency situation demands the need for all mobile units with a minimum delay. Also, it is of great importance to a person who is on an investigation or to the mobile operator who must leave his radio equipped vehicle and go into some area on foot or alone. Should either encounter trouble, the fact that the dispatcher knows his last location and his logical time of return to service may then mean the difference between life and death.

The status control method may be a written log, a map with indicators, a sophisticated status board, or other means.

A3.70 The TEN SIGNALS are listed in Section 4. They were originally formulated by Illinois APCO members in 1935 and they were registered and officially adopted by National APCO in 1940. They have been universally used since that time by all types of two-way radio users.

The purpose of the TEN SIGNALS is two-fold: to achieve *reliability* and *speed.*

Reliability is achieved by the TEN (10-) portion of the signal wherein the "10-" is an euphonic "alert" attesting to the fact that information is about to follow. (See Sec. A3.46).

The SIGNAL portion (number following the 10-) is the information content. It is the condensation of several words and it therefore achieves *Speed* by the use of brevity. It also achieves speed due to the fact that numbers, because of inflection, are not as easily confused as words, and, because numbers are more easily read through the noise that is ever present in a two-way radio system.

A TEN SIGNAL is complete in itself. If it is not correctly used it would be better not to use it at all, since the meaning is not clear and the transmission ungrammatical.

Examples:

Correct - "10-4, Rockford."

Incorrect - "I am 10-4 on that information, Rockford."

Correct - "Car 5, 10-20."

Incorrect - "Car 5, what is your 10-20."

Correct - "Car 5, Main and Adams."

Incorrect - "Car 5, my 10-20 is Main and Adams."

Correct - "Jackson, car 9, 10-1."

Incorrect - "Jackson, car 9, your signal is 10-1."

A3.71 Reliability is improved in radiotelephone transmissions by the best qualities of dialect, euphony and enunciation. Pronounce words clearly and somewhat slowly; a rate of about 60 words per minute is proper.

A3.72 A standard message form is recommended to be used by non-operating personnel when they wish a mesage to be handed to

the dispatcher for transmission. This should be used whenever it is important that the exact text be accurately received. The form should also be used by the dispatcher to copy incoming messages and to deliver them to the addressee. (See Sec. 4).

A careful operator will insist on the use of such a form as it is his protection from criticism by either sender or receiver in case of misunderstanding or related problems. It will eliminate misdirected messages and insure the accuracy of messages sent. It will establish time and responsibility. Messages on the standard form are readily adaptable for transmission by any normal medium such as radiotelephone, teletype, telephone, mail, or by runner. A copy retained by both operator and sender or addressee will verify accuracy. Importance of the form increases with the volume of interagency or interdepartment traffic.

The minimum required information that such a form should contain is indicated on a sample made part of this manual.

A3.73 COMMON ERRORS WITH CORRECTIONS

INCORRECT	CORRECT
"Trailer hitch on rear" "Trunk on rear" "Fog light on front bumper"	Where else would they normally be? "Trailer hitch; trunk; fog light"
* * * * * *	
"'66 Ford sedan color black"	"Black '66 Ford sedan"
* * * * * *	
"Be on the lookout for . . ."	"Attempt to locate . . ."
* * * * * *	
"Pick up and hold"	For what? By what authority? State definite charges or acts.
* * * * * *	
"Golden-voice Philco radio"	Don't put out commercial plugs.
* * * * * *	

INCORRECT	CORRECT
"Stolen car with Motor Club sticker on rear window and Junior Commando sticker on windshield, etc.	Information unimportant
* * * * * *	
"Maryland GE-19-32"	"GE-19-32" . . . if your location is Maryland assume the current year and Maryland plate when broadcasting; indicate only if other state or year, and, if the message is intended for out of state inquiry.
* * * * * *	
"Stolen between 9:57 and 10:10 p.m.	"About 2200" . . . if not an inprogress criminal act.
* * * * * *	
"Height 5-7½"	"Height 5-7" . . . fractional description not vital.
* * * * * *	
"Wanted for passing fraudulent checks"	"Wanted for BAD checks" or "Wanted on warrant for bad . . ." Use phrasing easy to copy.
* * * * * *	
"Bad interference. I am having noise from an electric motor. I will have to call later."	Who cares? . . . "10-1, will call."
* * * * * *	
"I didn't get the part about calling for the car . . . what's the address?"	Don't ramble. Never use "I." Be impersonal. Ask for fills "10-9 all after . ."
* * * * * *	

INCORRECT	CORRECT
"Easton-Waterloo, come in."	"Easton-Waterloo, 10-63."
* * * * * *	
"Randallstown a n s w eri ng Frederick."	"Randallstown, go ahead, Frederick."
* * * * * *	
"KGA-915 to Washington."	"Waterloo-Washington."

Rate too fast

Objects in mouth

Excessive transmission

Loud

Hesitant—indecisive

Too weak

HOW DO THEY READ YOU?

. . . . Normally, that is. But there's another thing . . . . how about stuck mike buttons? If the other guy's is stuck, you can't tell him about it, for his transmitter will be on and he can't receive at the same time. If YOURS is stuck, nobody can tell YOU, either. In fact, in the normal system with umpteen mobile and base stations, how CAN you tell whose is stuck?

The best answer is for everyone to check his little red transmitter light occasionally. Better still, be suspicious if everything gets *too* quiet, you may be "on" and don't know it. If so, everything you say will be going out over the air, and we can't draw a picture horrible enough to depict your feelings at the awful moment of discovery.

At that time they'll be reading you...

TOO WELL?

Articulation

Poor mike technique

Pitch too high

Phrasing

Rate too slow

Anger in voice

Monotone

Voice trails off

Vocalized pause

Dialect

Pitch too low

Overemphasis

Pronunciation

Voice quality

SECTION B3.0

MOBILE UNIT TECHNIQUES

B3.1 "CAR 54 WHERE ARE YOU?" is, of course, a foolish and inane question, yet it is the basis for a majority of questions asked in normal mobile unit intercommunications. Because of the waste of airtime in this senseless type of questioning, this Section begins with perhaps the most important statement in mobile unit techniques: "ALWAYS GIVE YOUR 10-20 WHEN CALLED!" Don't make the calling station ask for it.

B3.2 The waste of airtime in (Sec. B3.1) is not the only waste concerned. Your location immediately tells if you are in an area that is suddenly under scrutiny, or that you are close enough to be of assistance in another such area, that you are in position to pick up a relay, why your signal may be weak, and a dozen other things. It speeds up overall system efficiency. Don't be a Car 54. Always let your department know where you are; this is one of the main reasons for the expenditure of tax-supported funds for the purchase of your radio. GIVE YOUR 10-20 WHEN CALLED!

B3.3 When called, the mobile unit operator should answer as, example:

Base: "Jonesville - 99, 10-12."

Mobile: "99, Jonesville, Live Oak and Canal, 10-4, 99."

Or,

Base: "Smithville - 201, 10-77."

Mobile: "201, Smithville, 5 miles out on road 500. 10-77 1430. Go ahead."

When calling:

Mobile: "5 - Brownsville. 10-7, Mercy Hospital. 5"

Base: "10-7, Mercy Hospital, 5. KIE ---."

Repeated (confirmed) signals, call numbers, and location may seem to be cumbersome and may be considered too complex a procedure for a small system, but, reliability ingrained in one sphere of activity reflects in others. In the large system, or in one subject to interference from other systems, it is difficult for a unit otherwise to be certain that the base station is answering *him* and has received his information correctly.

B3.4 Two other most important requirements for a mobile unit are

the advisements to the base station of the unit's 10-7's and 10-8's. Nothing is so revealing of a system's efficency as a station log that on one line indicates a mobile out of service and on the next line exhibits a message from that unit without benefit of a 10-8. Of more importance is the damage done by relying on the emergency assistance of a mobile unit whose status board light is on but who has arbitrarily gone 10-7 and then is silent during a crisis. ALWAYS GIVE 10-7 and 10-8!

B3.5 If for any reason it is necessary for a mobile unit to call a station not associated with its own system, the mobile station should identify itself by using the name of its governmental entity and its mobile designator.

Example:

"Lee County Car 73 - Sangamon County, 10-43." (See Sec. B3.9)

B3.6 Because of the complexity of operation in a communications center, base station operators can give attention only to signals which are readable. Units calling in and receiving 10-1 without further explanation should realize the operator can hear the call but cannot read, and cannot afford to clutter the air with repeated 10-9's.

B3.7 It is not necessary for a mobile unit operator to have an FCC license. He is, however, required to know the applicable Rules and Regulations of the FCC and is therefore responsible and accountable for his communications activities (See Sec. 5).

B3.8 Every mobile radio station is required to exhibit (post) an executed FCC form 452-C at its control point (on or near the control head). A sticker or plate may be substituted for the form but the substitute must bear the same information as the form. The mobile unit operator should always advise his supervisor, or his technical maintenance division, if the form is mutilated or missing.

B3.9 Regardless of examples before mentioned, IF THE MOBILE STATIONS IN A SYSTEM ARE LICENSED SEPARATELY FROM THEIR ASSOCIATED BASE STATION then such mobile units are required to use that call sign at the end of each transmission (or series of related transmissions). The mobile unit designator may also be used. Example:

Base: "Jonesville - 22. 10-43."

Mobile: "22, Jonesville, county courthouse. Go ahead."

Base: (gives message)

Mobile: "10-4, Jonesville. 22, KA ----."

This procedure is also required, whether or not seperately licensed, in direct car-to-car intercommunications. Remember that the reason for all this is to allow FCC monitors to easily identify any licensee heard on the air.

This procedure is also required when the units of one licensee intercommunicates with the stations of another licensee (see Sec. B3.5).

B3.10 A given system should consider whether or not it will permit freewheeling mobile unit intercommunications or whether mobile-to-mobile communications must first be cleared with the associated base station. A system of any size generally cannot stand free car-to-car communications since the mobile units have no way of knowing when the base station is monitoring a distant station. It is normally desirable for the base station to require the mobile units to request direct car-to-car radio contact.

B3.11 When using a mobile station, hold the microphone approximately one inch from lips, press the microphone button down firmly, and then speak slowly and clearly across the mouthpiece in a normal to loud voice. Do not hold the microphone directly in front of your mouth, but slightly to the side, and at an angle of about 45°, so that you talk across the face of the microphone instead of "blowing" into it.

Shouting or yelling into the microphone will cause an extremely distorted signal and must be avoided even though there is a great amount of noise from the engine or nearby activities. It is also essential that your voice maintain a constant volume which does not trail off.

B3.12 Think before you transmit. Know what you want to say. Press button. Hesitate an instant. Speak. Speak distinctly. Be brief. Be concise. Be impersonal. Do not mumble. Do not shout. Do not talk too fast. Do not become excited. Do not try to transmit while someone else is transmitting.

B3.13 Do not transmit:

1. During a Civil Defense test, or during an actual enemy attack except as directed.
2. Within 200 yards of blasting operations, or where blasting caps are stored. (These areas are usually posted).
3. When advised by a base station to stand-by due to interference with other communication which you may not be hearing.
4. When your transmission will obviously interfere with communications in progress, or such communication will ob-

viously make your transmission unintelligible.

5. Lengthy messages when your engine is not running unless, of course, you are reporting engine faliure. Keep your transmissions short and as infrequent as possible.

B3.14 The use of unit designators is allowed by the Federal Communications Commission in recognition of the normal difficulty of calling or identifying mobile stations. The specific system of unit designation must be worked out by each department to fit its particular communication system and organizational plan.

B3.15 Small departments may use consecutive numbers to identify the mobile stations. Large departments may use various series of numbering to designate different divisions or tasks within the department, such as Nos. 1-99 to indicate supervisory personnel and 100-899 to indicate patrol officers or field personnel and 900-999 to indicate technical services. Other departments use combinations of letters and numbers.

B3.16 In any event, it should be borne in mind that unit designators refer only to the mobile radiotelephone station and not to the man operating it, although the man may become so identified with the designator that the two are synonomous. The Federal Communications Commission licenses are for *station-to-station* operation, not *person-to-person.* If it is required to address a mesage to a specific officer he should be referred to by badge number, employee number, or by name. This could occur when a person normally associated with another mobile station is riding in another radio-equipped vehicle and a message is directed to him.

Example:

Base: "Georgetown - 22. 10-43."

Mobile: (answers)"

Base: "Advise Officer Jones his car is ready at garage. KIE ---."

Remember, the FCC does not authorize unit designators for people to be used in lieu of unit designators for radiotelephones. However, some systems have the badge or employee number and the mobile unit designation as the same. Some systems have special auto license plates and use this as the unit number.

B3.17 Remember, the call sign of a mobile unit is the tag by which the FCC identifies your licensee. When necessary to say the call sign - say it! Don't garble - speak! KA2486 is *not* Katy Foo Is Sick!!

EXHIBITS (Section 4)

REVISED OFFICIAL APCO TEN SIGNALS

Radio users are urged to incorporate the use of the APCO TEN SIGNALS in their radio operating procedure. They are short, easily understood and convey maximum meaningful intelligence in minimum time.

The proper use of these signals contributes significantly to the conservation of air-time by restricting free choice of words to prescribed forms when transmitting that information which constitutes the major portion of daily radio traffic. Those signals marked by asterisk are those most in use.

These signals serve a dual purpose inasmuch as they can be used to make a statement, or ask a question, simply by voice inflection.

In order to provide a degree of security to their transmissions many departments assign "Post Numbers" to key locations. The use of these post numbers modified with distance and direction, permits them to pinpoint a specific location without giving it in plain language.

*10-1	Unable to copy - change location
*10-2	Signals good
*10-3	Stop transmitting
*10-4	Acknowledgement
*10-5	Relay
*10-6	Busy - Stand by unless urgent
*10-7	Out of service (Give location and/or telephone number)
*10-8	In service
*10-9	Repeat
10-10	Fight in progress
10-11	Dog Case
*10-12	Stand by (stop)
*10-13	Weather and road report
10-14	Report of prowler
10-15	Civil disturbance
10-16	Domestic trouble
10-17	Meet complainant
*10-18	Complete assignment quickly

*10-19	Return to _____
*10-20	Location
*10-21	Call _____ by telephone
*10-22	Disregard
*10-23	Arrived at scene
*10-24	Assignment completed
*10-25	Report in person to (meet) _____
10-26	Detaining subject, expedite
10-27	Drivers license information
*10-28	Vehicle registration information
*10-29	Check records for wanted.
*10-30	Illegal use of radio
10-31	Crime in progress
10-32	Man with gun
*10-33	EMERGENCY
10-34	Riot
10-35	Major crime alert
*10-36	Correct time
10-37	Investigate suspicious vehicle
10-38	Stopping suspicious vehicle (Give station complete description before stopping).
10-39	Urgent-Use light and siren
10-40	Silent run - No light or siren
*10-41	Beginning tour of duty
*10-42	Ending tour of duty
*10-43	Information
10-44	Request permission to leave patrol _____ for _____
10-45	Animal carcass in _____ lane at _____
10-46	Assist motorist
10-47	Emergency road repairs needed
10-48	Traffic standard needs repairs
10-49	Traffic light out

*10-50 Accident -- F, PI, PD
*10-51 Wrecker needed
*10-52 Ambulance needed
10-53 Road blocked
10-54 Livestock on highway
*10-55 Intoxicated driver
10-56 Intoxicated pedestrian
10-57 Hit and run -- F, PI, PD
10-58 Direct traffic
*10-59 Convoy or escort
10-60 Squad in vicinity
10-61 Personnel in area.
*10-62 Reply to message
*10-63 Prepare to make written copy
*10-64 Message for local delivery
*10-65 Net message assignment
*10-66 Message cancellation
*10-67 Clear to read net message
*10-68 Dispatch information
*10-69 Message received
*10-70 Fire alarm
10-71 Advise nature of fire (size, type, and contents of building)
10-72 Report progress on fire
10-73 Smoke report
*10-74 Negative
*10-75 In contact with
*10-76 En Route
*10-77 ETA (Estimated Time of Arrival)
10-78 Need assistance
10-79 Notify coroner
10-80
10-81

*10-82 Reserve lodging

10-83

10-84 If meeting _____ advise ETA

10-85 Will be late

10-86

*10-87 Pick up checks for distribution

*10-88 Advise present telephone number of _____

10-89

10-90 Bank alarm

10-91 Unnecessary use of radio

10-92

10-93 Blockade

10-94 Drag racing

10-95

10-96 Mental subject

10-97

10-98 Prison or jail break

10-99 Records indicate wanted or stolen

APCO TEN SIGNALS
INTERPRETATION

10-3 To be used when other vehicles or stations are interfering with emergency traffic. (i.e., 10-37, 10-33 in progress)

10-5 Can be used to indicate the relay of a person, property or a message. If for the relay of a message, indicate destination. "10-5 to ---"

10-6 If urgent traffic, it should be indicated on first call-up.

10-11 Qualify by indicating the nature of the case - as dog bite, rabid, injured, etc.

10-12 Physical stand by, remain alert. *Not* a stand by (10-6) on the radio.

10-14 Give location.

10-15 This can be applied to a disturbance with racial overtones, rowdy group of teenagers, etc. - give location.

10-16 Give location.

10-17 Give location.

10-24 Indicates personnel is back in service and available for assignment.

10-26 Indicates that this traffic should take precedence over routine traffic.

10-31 Can be used when specific details are not available - give location.

10-32 Can be used in conjunction with other signals, i.e., 10-10, 10-31, - give location.

10-33 Maximum priority. Should be used on the initial call to indicate traffic pertaining to danger to life or property. All stations or vehicles not involved in the emergency should maintain radio silence until the emergency is over or under control.

10-34 Give location.

10-35 Used to alert all stations or vehicles on the frequency to make themselves available to assist where needed - always followed with maxi-

mum information as to the nature of the crime and assistance needed.

10-38 The officer *MUST* furnish maximum information *BEFORE* stopping suspicious vehicle. (Color, make, model and license of vehicle. Number of occupants, direction of travel, etc.) Each department should establish a time limit for the officer to indicate an "all clear" before all available assistance is sent.

10-39 Can be used to give any other signal an emergency status.

10-40 To be used to indicate haste, while observing all safety precautions and not attract attention.

10-43 Use when asking if any, or supplying information.

10-45 Give location.

10-46 Give location.

10-47 Indicate nature of repairs needed and location.

10-48 Give location.

10-49 Give location.

10-50 F - Fatal — PI - Personal Injuries — PD Property Damage.

10-53 Give location.

10-54 Give location.

10-55 Give location.

10-56 Give location.

10-57 Give location.

10-58 Can be used to assist funeral procession, highway repairs, etc.

10-60 Give location or area.

10-62 Use when inquiring for, or furnishing, reply to a previous message. Refer to previous number, if any.

10-63 Used to inform a vehicle to park and write down the forthcoming radio message - the officer will not advise the station to "go-ahead" until he is ready to copy.

10-64 Used when the message is not to be relayed by radio but must be delivered to someone in person or by telephone - may require a message in duplicate.

10-65 Used by state nets to obtain the next message number to be assigned.

10-67 Used to capture the circuit and to indicate all units and stations are to copy.

10-68 Used for "attempt-to-locate" messages, etc.

10-69 To inquire if, or state that, a message has been received.

10-70 Give location.

10-73 Used in Forestry Service when smoke has been observed. Give location or coordinates.

10-75 "10-75, 11?" "10-4, 10-75, #11."

10-76 "99 10-76 Jonesville 10-25 #2. 10-77 1600."

10-77 See 10-76 above.

10-82 Used by traveling personnel to request a station to obtain lodging reservations. The station should confirm after reservations have been made.

10-84 To request general information on an intention, or as a specific inquiry regarding a previous request. ("Get with it if you're going to do it.")

10-85 "#2 10-85. 10-77 1630."

10-88 Used to make certain a person is available for a station to station call, *where he is at the moment.*

10-90 Give location.

10-93 To set up blockade in connection with a crime - to execute an existing blockade plan, or set up a blockade as the situation may require.

10-96 To alert an officer he is dealing with a mental case.

10-98 Follow by detailed information as soon as it becomes available.

10-99 To alert an officer he is dealing with a person who is wanted or who may be driving a stolen vehicle without alarming the suspect.

PHONETIC ALPHABET

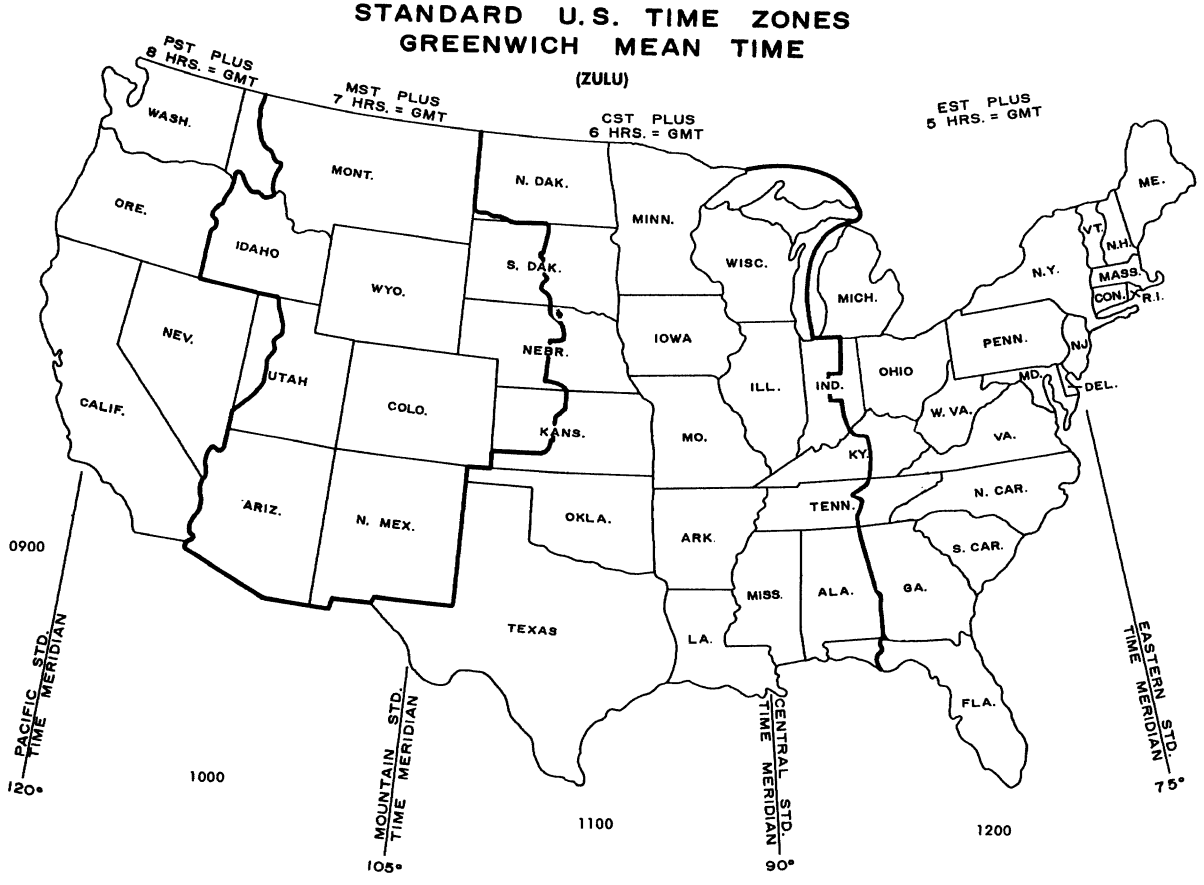
The phonetic alphabet should be used for spelling out unusual names of persons and locations. The names used after each letter have been found to be the most understandable over the air. They should always be given as: "A" - Adam, "B" - Boy . . . . never "A" as in Adam or "B" as for boy, etc. The alphabet is easily memorized.

Standard Alphabet

A ..... Adam	N ..... Nora
B ..... Boy	O ..... Ocean
C ..... Charles	P ..... Paul
D ..... David	Q ..... Queen
E ..... Edward	R ..... Robert
F ..... Frank	S ..... Sam
G ..... George	T ..... Tom
H ..... Henry	U ..... Union
I ..... Ida	V ..... Victor
J ..... John	W ..... William
K ..... King	X ..... X-ray
L ..... Lincoln	Y ..... Young
M ..... Mary	Z ..... Zebra

2400 HOUR TIME

2400 HOUR TIME	12 HOUR TIME
2400	Midnight (twenty-four hundred)
0001	One minute after midnight. (zero zero zero one)
0015	Quarter past midnight. (zero zero one five)
0045	45 minutes past midnight. (zero zero four five)
0100	One o'clock in the morning. (zero one hundred)
0130	One thirty AM. (zero one three zero)
0200	2 AM (zero two hundred)
0300	3 AM
0400	4 AM
0500	5 AM
0600	6 AM
0700	7 AM
0800	8 AM
0900	9 AM
1000	10 AM (ten hundred)
1100	11 AM (eleven hundred)
1200	NOON
1201	One minute after noon (Twelve zero one)
1215	Quarter past noon (Twelve fifteen)
1300 (add 100 to 1200)	1 PM (Thirteen hundred)
1345 (add 0045 to 1300)	1:45 PM (Thirteen forty-five)
1400 (add 200 to 1200)	2 PM
1500 (add 300 to 1200)	3 PM
1600 (add 400 to 1200)	4 PM
1700 (add 500 to 1200)	5 PM
1800 (add 600 to 1200)	6 PM
1900 (add 700 to 1200)	7 PM
2000 (add 800 to 1200)	8 PM (Twenty hundred)
2100 (add 900 to 1200)	9 PM (Twenty one hundred)
2200 (add 1000 to 1200)	10 PM
2300 (add 1100 to 1200)	11 PM


STANDARD U.S. TIME ZONES
GREENWICH MEAN TIME
(ZULU)
PST PLUS 8 HRS. = GMT
MST PLUS 7 HRS. = GMT
CST PLUS 6 HRS. = GMT
EST PLUS 5 HRS. = GMT
WASH.
ORE.
CALIF.
IDAHO
NEV.
MONT.
WYO.
UTAH
ARIZ.
COLO.
N. MEX.
N. DAK.
S. DAK.
NEBR.
KANS.
OKLA.
TEXAS
MINN.
IOWA
MO.
ARK.
LA.
WISC.
ILL.
MISS.
MICH.
IND.
KY.
TENN.
ALA.
OHIO
W. VA.
VA.
N. CAR.
S. CAR.
GA.
FLA.
PENN.
N.Y.
MD.
DEL.
NJ
CONN.
R.I.
MASS.
VT.
N.H.
ME.
0900
1000
1100
1200
PACIFIC STD. TIME MERIDIAN
120°
MOUNTAIN STD. TIME MERIDIAN
105°
CENTRAL STD. TIME MERIDIAN
90°
EASTERN STD. TIME MERIDIAN
75°

STANDARD DESCRIPTIONS OF PERSONS

ALWAYS GET IN THIS ORDER
OMIT ANY ITEM YOU DO NOT HAVE

START

1. NAME
2. SEX
3. RACE
4. AGE
5. HEIGHT*
6. WEIGHT*
7. HAIR
8. EYES
9. COMPLEXION
10. PHYSICAL
MARKS, SCARS, LIMP, ETC.

JOHN DOE

FINISH

11. CLOTHING
HEAD TO FOOT

A. HAT
B. SHIRT OR TIE
C. COAT
D. TROUSERS
E. SOCKS
F. SHOES

MEMORIZE THE SEQUENCE !

USE IT ON THE AIR, ON THE TELEPHONE, AND IN TAKING DESCRIPTIONS.

GET IT ON THE AIR !
SECONDS COUNT

DONT TALK TOO FAST !
THE OTHER MAN HAS TO COPY IT

BREAK FREQUENTLY !
ON LONG DESCRIPTIONS

RADIO AND COMMUNICATIONS DIVISION

LOG OF

RADIO STATION

DATE:_____ CALL SIGN:_____ SHEET NO:_____

FREQUENCY(s): _____

(NAME OF AGENCY)

TIME	CALLED	CALLED BY	SIGNAL NO.	GENERAL INFORMATION
0800	all		10-8	Stn In Service, Opr. A.B. Smith, On Duty
0810		99	10-8	Court House
0830	Jonesville		10-20	Of 123 is headquarters
0900	all		10-43	AP1309-9 Message re: meeting
1200			10-7	Opr. A.B. Smith, Off Duty
1200			10-8	Opr. C.D. Jones, On Duty
1800	all		10-7	Stn Out of Service, Opr. C.D. Jones, Off Duty

MESSAGE FORM #1

(Inter or Intrasystem)

EXAMPLE:

15 SHRF LEE COUNTY ILL 12-20-66 (A. Preamble)

PD CARBONDALE ILL (B. Address)

DATA AND DISPOSITION RED 62 CHEVROLET (C. Text)

4 DOOR ILL LL1948 VIN 21723T58723

ABANDONED DIXON ILLINOIS THREE DAYS

HELD ANDREWS GARAGE FRONT END DAMAGED

NOT DRIVEABLE NO APPREHENSIONS WILL

BE RELEASED TO OWNER ON PROOF OF

OWNERSHIP

SHERIFF LEE COUNTY

ILLINOIS JRM 1530 CST (D. Signature)

The preamble contains the message number, point of origin and the date transmitted.

The address is the name of the department to which the message is directed.

The text contains the intelligence to be transmitted. Note the concise wording of the text. No unnecessary words, but still very understandable. If the message contained information that a person was being detained, the message should indicate the charge or how long the suspect will be detained.

The signature contains the source of authority, the initials of the operator and the time transmitted.

Note omission of punctuation marks.

MESSAGE FORM #2

(Intrasystem)

For originating stations, the form is an aid in composition; for the relaying station the form is an aid for speedier copying and retransmission; for the receiving station the form, dangling from the staple, is a visual reminder it is yet to be delivered to the addressee. For all stations, the form is a record for the files, except, when delivered to the addressee personally; in this instance, the station Log Sheet must bear the complete message. Other station; Logs show only the message number, with message attached.

At the bottom of the form, if "Station" abbreviation is same as abbreviation in the message number then that particular station is the originating station; if different from destination station then that particular station is a relaying station, if same as suffix then that particular station is the destination station. All blank spaces at bottom must be filled: "Operator" will be person originating, relaying or receiving, "Time" will be time (r)eceived and (t)ransmitted. Word count (W.C.) is the number of words in the *body* of the message and it is used for the purpose of reliability. Number combinations, abbreviated caps, hyphenated words, etc., are counted as one word.

R-A-D-I-O-G-R-A-M

(Agency Name)

MESSAGE NUMBER: AP 1309-8-LL

FROM: #99 W.C.: 51

TO: #101 TIME: 1416

This message number indicates message originated at Avon Park on thirteenth of September and is the eighth message of that station on that day and that it is directed to Lakeland. Message originated at AP at 16 minutes after 2 P.M. and is from mobile unit 99 to mobile unit 101.

Station: LL Operator: 912 Time(R): 1422 (T): 1424 Date: 9/13/67

MESSAGE FORM #3
(GENERAL)

(Agency name)_____ (Agency address)_____	MESSAGE FORM	(FORM NO.)
To: _____	Dated at_____ (Location) _____ 196____ Time_____ Regular message ☐ Urgent ☐	

TO AVOID ERRORS PLEASE TYPE OR PRINT IN CAPTIAL LETTERS

Sender's name_____ Badge No. _____

To be completed by operator:
Received for tramission ☐ Received for delivery ☐ (Time) (Date) 196__

Sent ☐ Delivered ☐ (Time) (Date) , 196__ by (Phone, runner)

INFORMATION FORM

Date _____ Time _____ Received from _____

Stolen car
Lost plate
Criminal act
Stolen plates
Missing person
Identification
Stolen property
Miscellaneous

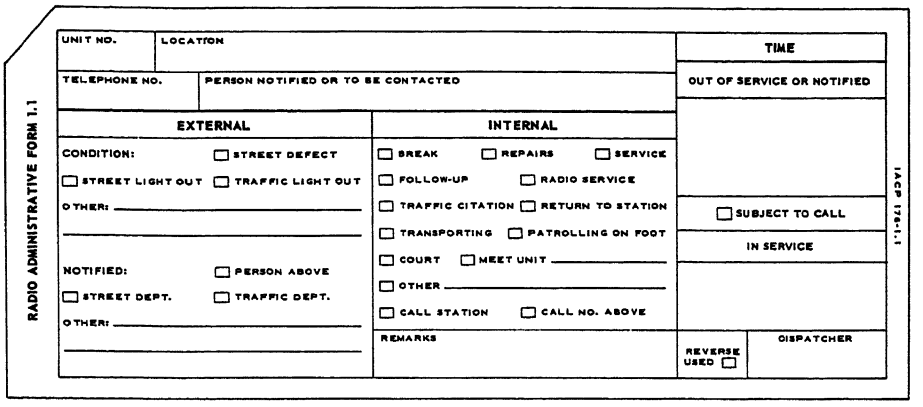
Complaint _____
Place _____
Time _____
Race _____
Year _____
Make _____
Body Style _____
License _____
VIN _____
Other information _____

Name _____
Alias _____
Sex _____
Race _____
Age _____
Height _____
Weight _____
Hair _____
Eyes _____
Complexion _____
Physical - scars, limp, etc. _____
Hat _____
Shirt, tie _____
Coat _____
Trousers _____

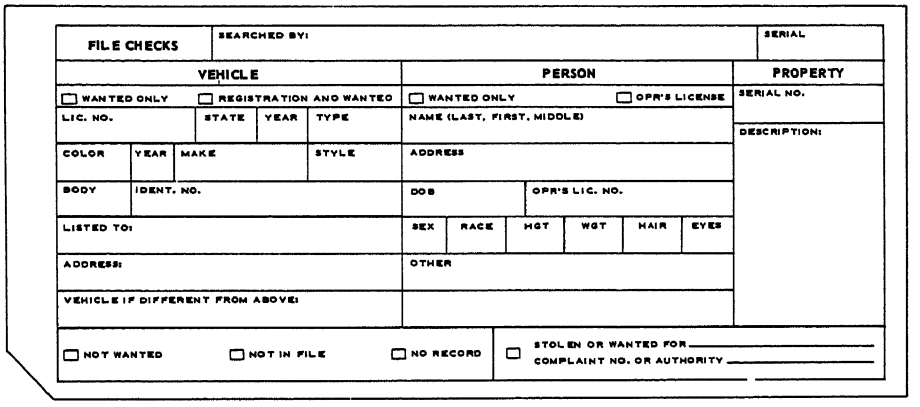
WARRANT AND EXTRADITION INFORMATION

Comments, or stolen property list _____

Received by _____

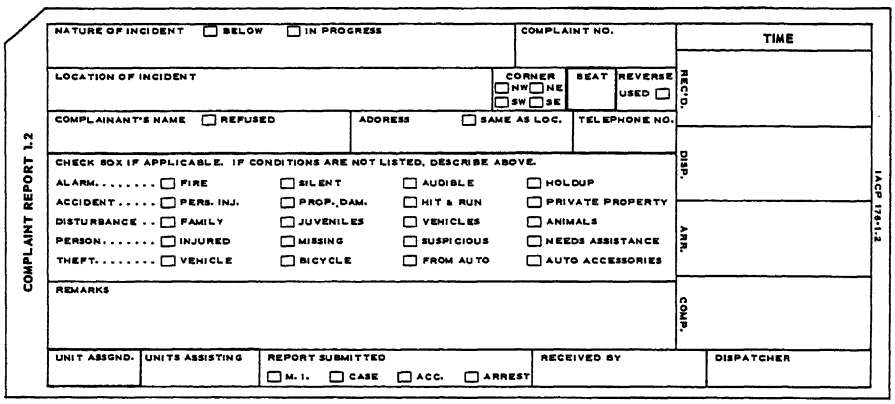


FRONT

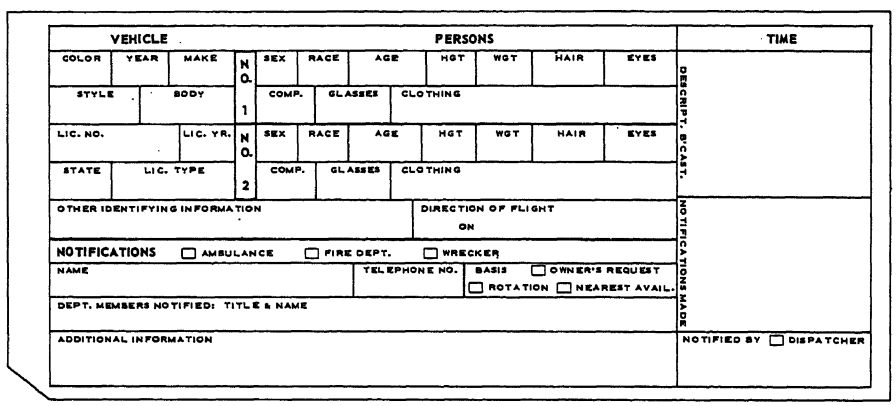


BACK

RADIO ADMINISTRATIVE FORM 1.1


COMPLAINT REPORT 1.2
NATURE OF INCIDENT ☐ BELOW ☐ IN PROGRESS
COMPLAINT NO.
TIME
LOCATION OF INCIDENT
CORNER ☐NW ☐NE ☐SW ☐SE
BEAT
REVERSE USED ☐
REC'D.
COMPLAINANT'S NAME ☐ REFUSED
ADDRESS ☐ SAME AS LOC.
TELEPHONE NO.
DISP.
CHECK BOX IF APPLICABLE. IF CONDITIONS ARE NOT LISTED, DESCRIBE ABOVE.
ALARM..... ☐ FIRE ☐ SILENT ☐ AUDIBLE ☐ HOLDUP
ACCIDENT..... ☐ PERS. INJ. ☐ PROP. DAM. ☐ HIT & RUN ☐ PRIVATE PROPERTY
DISTURBANCE.. ☐ FAMILY ☐ JUVENILES ☐ VEHICLES ☐ ANIMALS
PERSON..... ☐ INJURED ☐ MISSING ☐ SUSPICIOUS ☐ NEEDS ASSISTANCE
THEFT..... ☐ VEHICLE ☐ BICYCLE ☐ FROM AUTO ☐ AUTO ACCESSORIES
ARR.
REMARKS
COMP.
UNIT ASSGND.
UNITS ASSISTING
REPORT SUBMITTED ☐ M. I. ☐ CASE ☐ ACC. ☐ ARREST
RECEIVED BY
DISPATCHER
IACP 1.2-1.2

FRONT

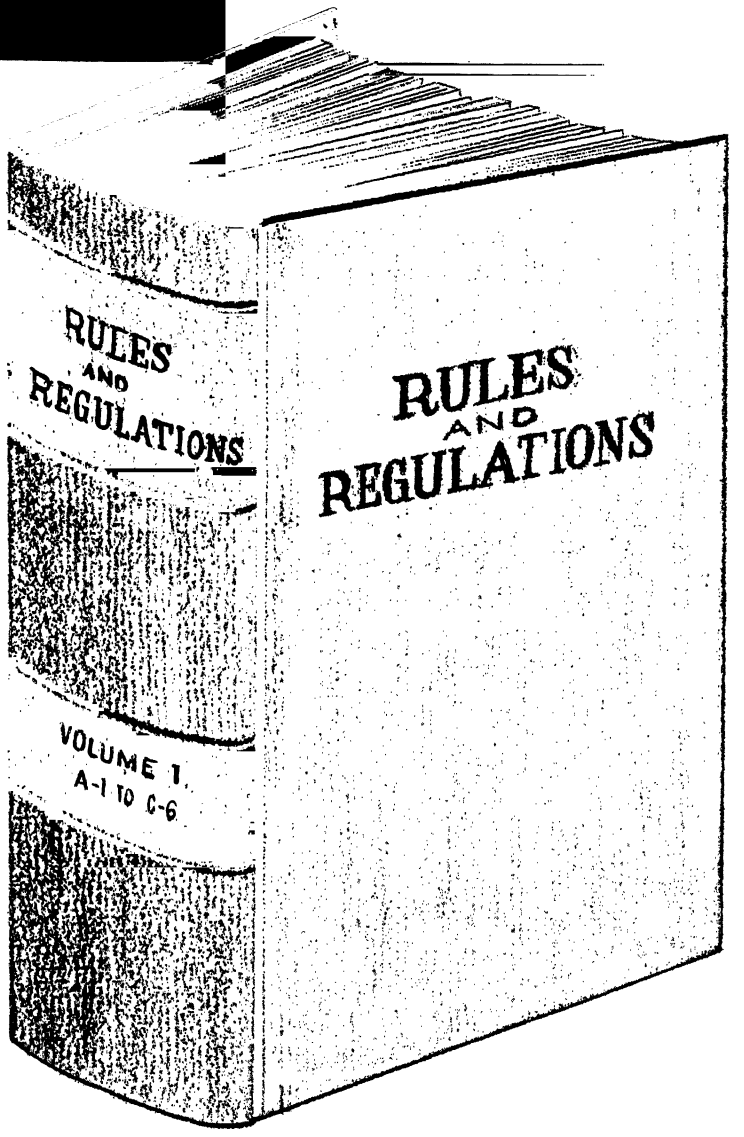


BACK

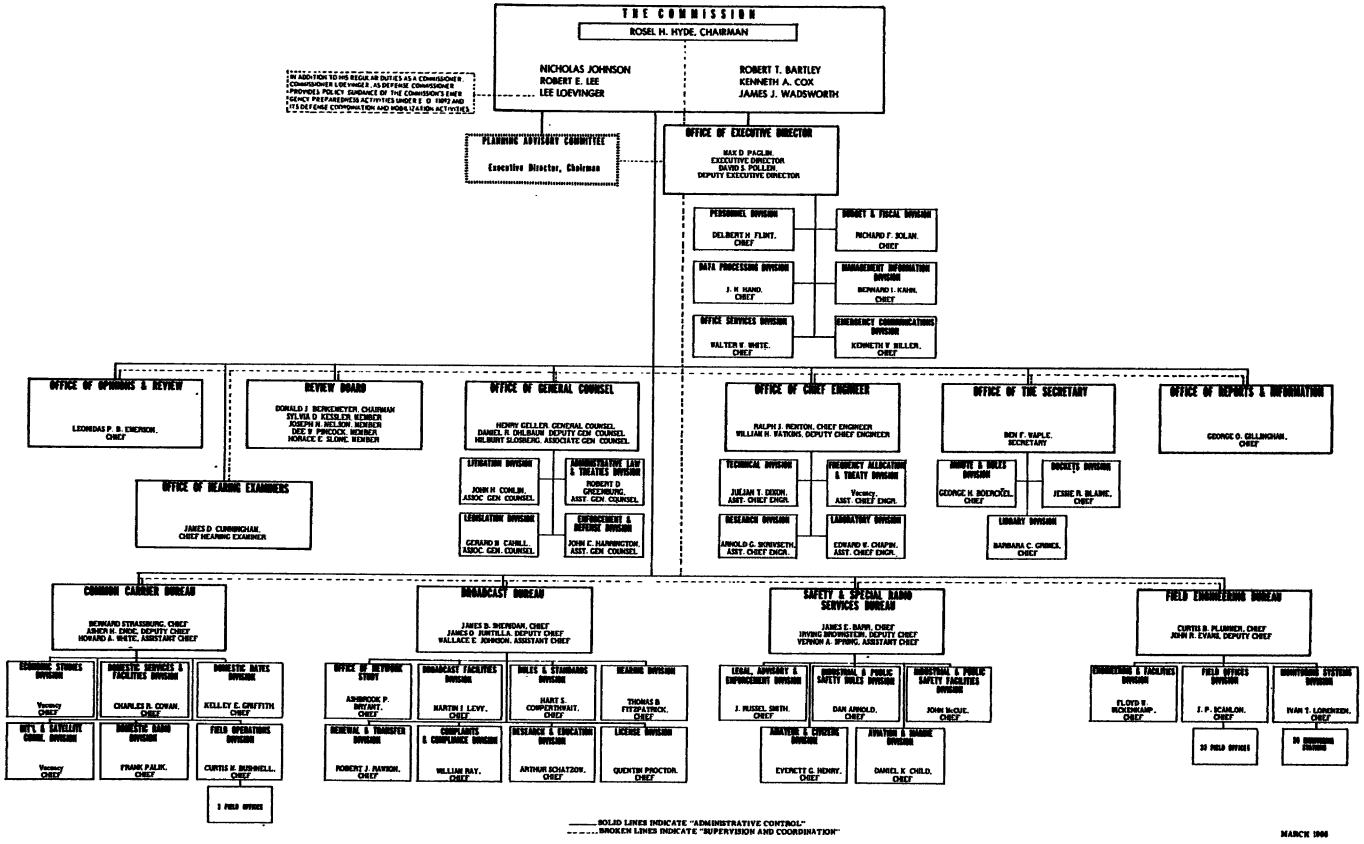
COMPLAINT REPORT FORM 1.2

Section 5

The Federal Communications Commission



FEDERAL COMMUNICATIONS COMMISSION
ORGANIZATION CHART


THE COMMISSION
ROSEL H. HYDE, CHAIRMAN
NICHOLAS JOHNSON
ROBERT E. LEE
LEE LOEVINGER
ROBERT T. BARTLEY
KENNETH A. COX
JAMES J. WADSWORTH
IN ADDITION TO HIS REGULAR DUTIES AS A COMMISSIONER COMMISSIONER LEE VINGER J. AS DEFENSE COMMISSIONER • PROVIDES POLICY GUIDANCE OF THE COMMISSION'S EMER GENCY PREPAREDNESS ACTIVITIES UNDER E. O. 10952 AND ITS DEFENSE COMMUNITION AND MOBILIZATION ACTIVITIES.
PLANNING ADVISORY COMMITTEE
Executive Director, Chairman
OFFICE OF EXECUTIVE DIRECTOR
MAX D PAGLIN, EXECUTIVE DIRECTOR
DAVID S. POLLER, DEPUTY EXECUTIVE DIRECTOR
PERSONNEL DIVISION
DELBERT H. FLINT, CHIEF
BUDGET & FISCAL DIVISION
RICHARD F. SOLAN, CHIEF
DATA PROCESSING DIVISION
J. H. HAND, CHIEF
MANAGEMENT INFORMATION DIVISION
BERNARD I. KAHN, CHIEF
OFFICE SERVICES DIVISION
WALTER W. WHITE, CHIEF
EMERGENCY COMMUNICATIONS DIVISION
KENNETH V. MILLER, CHIEF
OFFICE OF OPINIONS & REVIEW
LEONIDAS P. B. EMERSON, CHIEF
REVIEW BOARD
DONALD J. BERKEMEYER, CHAIRMAN
SYLVIA D. KESSLER, MEMBER
JOSEPH N. NELSON, MEMBER
DEE F. PIRCOCK, MEMBER
HORACE E. SLONE, MEMBER
OFFICE OF GENERAL COUNSEL
HENRY GELLER, GENERAL COUNSEL
DANIEL R. DALBAUM, DEPUTY GEN COUNSEL
HILBURT SLOSBERG, ASSOCIATE GEN COUNSEL
LITIGATION DIVISION
JOHN H. CONLIN, ASSOC GEN COUNSEL
ADMINISTRATIVE LAW & TREATIES DIVISION
ROBERT D. CHESEBRO, ASST. GEN COUNSEL
LEGISLATION DIVISION
GERARD D. CAHILL, ASSOC. GEN. COUNSEL
ENFORCEMENT & DEFENSE DIVISION
JOHN F. HARRINGTON, ASST. GEN COUNSEL
OFFICE OF CHIEF ENGINEER
RALPH J. RENTON, CHIEF ENGINEER
WILLIAM H. WATKINS, DEPUTY CHIEF ENGINEER
TECHNICAL DIVISION
JULIAN T. DIXON, ASST. CHIEF ENGR.
FREQUENCY ALLOCATION & TREATY DIVISION
Vacancy, ASST. CHIEF ENGR.
RESEARCH DIVISION
ARNOLD C. BONYSETH, ASST. CHIEF ENGR.
LABORATORY DIVISION
EDWARD V. CHAPIN, ASST. CHIEF ENGR.
OFFICE OF THE SECRETARY
BEN F. WAPLE, SECRETARY
RULES & RULES DIVISION
GEORGE H. BOEHNOEL, CHIEF
DOCKETS DIVISION
JESSIE R. BLAIR, CHIEF
LIBRARY DIVISION
BARBARA C. GRINES, CHIEF
OFFICE OF REPORTS & INFORMATION
GEORGE O. GILLINGHAM, CHIEF
OFFICE OF HEARING EXAMINERS
JAMES D. CUNNINGHAM, CHIEF HEARING EXAMINER
COMMON CARRIER BUREAU
BERNARD STRASSBURG, CHIEF
ASHER N. ENDE, DEPUTY CHIEF
HOWARD A. WHITE, ASSISTANT CHIEF
ECONOMIC STUDIES DIVISION
Vacancy, CHIEF
DOMESTIC SERVICES & FACILITIES DIVISION
CHARLES B. COWAN, CHIEF
DOMESTIC RATES DIVISION
KELLEY E. GRIFFITH, CHIEF
INT'L & SATELLITE COMM. DIVISION
Vacancy, CHIEF
DOMESTIC RADIO DIVISION
FRANK PALIK, CHIEF
FIELD OPERATIONS DIVISION
CURTIS M. BUSHNELL, CHIEF
3 FIELD OFFICES
BROADCAST BUREAU
JAMES B. SHERIDAN, CHIEF
JAMES O. BARTELLA, DEPUTY CHIEF
WALLACE E. JOHNSON, ASSISTANT CHIEF
OFFICE OF NETWORK STUDY
ARMBROOK P. WATANT, CHIEF
BROADCAST FACILITIES DIVISION
MARTIN J. LEVY, CHIEF
RULES & STANDARDS DIVISION
HART S. COMPERTWAIT, CHIEF
HEARING DIVISION
THOMAS B. FITZPATRICK, CHIEF
RENEWAL & TRANSFER DIVISION
ROBERT J. RAWSON, CHIEF
COMPLAINTS & COMPLIANCE DIVISION
WILLIAM RAY, CHIEF
RESEARCH & EDUCATION DIVISION
ARTHUR SCHATZOW, CHIEF
LICENSE DIVISION
QUENTIN PROCTOR, CHIEF
SAFETY & SPECIAL RADIO SERVICES BUREAU
JAMES E. BARR, CHIEF
IRVING BROWNSTEIN, DEPUTY CHIEF
VERNON A. IRWIN, ASSISTANT CHIEF
LEGAL, ADVISORY & ENFORCEMENT DIVISION
J. RUSSEL SMITH, CHIEF
INDUSTRIAL & PUBLIC SAFETY RULES DIVISION
DAN ARNOLD, CHIEF
INDUSTRIAL & PUBLIC SAFETY FACILITIES DIVISION
JOHN McCUE, CHIEF
AMATEUR & CITIZENS DIVISION
EVERETT C. HENRY, CHIEF
AVIATION & MARINE DIVISION
DANIEL K. CHILD, CHIEF
FIELD ENGINEERING BUREAU
CURTIS B. PLUMMER, CHIEF
JOHN R. EVANS, DEPUTY CHIEF
CHARACTER & EMISSIONS DIVISION
FLOYD M. WICKENKAMP, CHIEF
FIELD OFFICES DIVISION
J. P. SCANLON, CHIEF
MONITORING STATIONS DIVISION
IVAN T. LORENSEN, CHIEF
10 FIELD OFFICES
10 MONITORING STATIONS
SOLID LINES INDICATE "ADMINISTRATIVE CONTROL"
BROKEN LINES INDICATE "SUPERVISION AND COORDINATION"
MARCH 1966

FCC FIELD OFFICES

Mailing addresses for Commission Field Offices are listed below. Street addresses can be found in local directories under "United States Government."

FIELD ENGINEERING OFFICES

Address all communications to Engineer in Charge, FCC.

Alabama, Mobile 36602

Alaska, Anchorage 99501
(P.O. Box 644)

California, Los Angeles 90014

California, San Diego 92101

California, San Francisco 94126

California, San Pedro 90731

Colorado, Denver 80202

District of Columbia,
Washington 20555

Florida, Miami 33101
(P.O. Box 150)

Florida, Tampa 33606

Georgia, Atlanta 30303

Georgia, Savannah 31402
(P.O. Box 77)

Hawaii, Honolulu 96808

Illinois, Chicago 60604

Louisiana, New Orleans 70130

Maryland, Baltimore 21202

Massachusetts, Boston 02109

Michigan, Detroit 48226

Minnesota, St. Paul 55102

Missouri, Kansas City 64106

New York, Buffalo 14203

New York, New York 10014

Oregon, Portland 97205

Pennsylvania,
Philadelphia 19106

Puerto Rico, San Juan 00903
(P.O. Box 2987)

Texas, Beaumont 77704
(P.O. Box 1527)

Texas, Dallas 75202

Texas, Houston 77002

Virginia, Norfolk 23510

Washington, Seattle 98104

SECTION 5.0

THE FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D. C. 20554

5.1 The Federal Communications Commission is established under the provisions of Title 1 of the Communications Act of 1934. The Commission is composed of seven members appointed by the President and confirmed by the Senate. The President appoints one of the members as Chairman.

5.2 In general, the Commission assigns frequencies in the different radio fields, licenses the radio stations and determines the operating requirements of their transmitters, regulates overseas and long distance but not intrastate telephone and telegraph service, promotes the more effective use of radio with emphasis on its utilization to protect life and property, and harnesses radio and wire facilities for the national defense program. In this sense, the Commission Rules and Regulations provide for those radio services that will best promote and protect the public interest in matters relating to that portion of the public domain of the electromagnetic (frequency) spectrum that is within the Commission's jurisdiction.

5.3 The radio frequency spectrum is an eletromagnetic phenomena that cannot be divided or allocated in a material sense. Yet, because it is universal in nature and its effects useful to man everywhere, it is the subject of international treaties and national boundaries agreements.

5.4 The frequencies allocated in the United States are jointly administered by the Commission and the Interdepartmental Radio Advisory Committee. The Committee (IRAC) is formed of representatives of the using agencies of the Federal Government and IRAC reserves approximately fifty percent of the frequencies to be allocated in the U. S. The remaining such frequencies are administered by the Commission.

5.5 The Commission structure is divided into Bureaus and each of these branches perform technical, legal, and administrative functions with respect to a radio service or group of radio services, such as Broadcast, Aviation, Industrial, Public Safety, etc. The Public Safety Services are made up of several services, such as: Fire, Police, Forestry-Conservation, Highway Maintenance, Local Government, etc. Each service has its own assigned frequencies and particular rules. In some instances, however, provision is made for two or more services to use the same frequencies.

5.6 The Commission's offices are headquartered in Washington, D. C., but it has many field offices throughout the states and it is through these offices that the Commission functions at the local level. These offices are largely concerned with inspection and each is headed by an Engineer-in-Charge. Officials of these offices monitor and inspect licensed operations within their respective areas. They also have responsibilities with respect to the detection and elimination of unauthorized operations and interference to radio communications.

5.7 The above statements attest to the importance and scarcity of radio frequencies. It is because of the priceless value of these channels that the Rules and Regulations are established and enforced. The Commission allocates frequencies so as to provide for the public convenience and necessity and it does this by means of its Rules and Regulations.

5.8 A better understanding of how and why the Rules are formulated affords a better understanding of the necessity for conforming to their requirements. The following items in this section lists the most important operating Rules in the Public Safety Radio Services. It is not intended here to cover all the Rules nor to quote them verbatim, nor is it likely that those Rules treated within will remain forever in effect since they are subject to continuous review and modification; this is one reason why a copy of the Rules should be kept on hand. Write for Volume V of the Federal Communications Rules and Regulations to: Superintendant of Documents, U. S. Government Printing Office, Washington, D. C., 20402, and attach a money order in the amount of $2.50. Part 89 in Volume V contains the Rules for the Public Safety Radio Services. The station file should also contain a copy of Volume I of the Rules. This Volume contains Part 13 - Commercial Radio Operators, and Part 17 - Construction, Marking and Lighting of Antenna Structures. This Volume is also ordered from the Superintendant of Documents and costs an additional $2.50.

5.9 STATION LICENSE:

A public safety radio station shall not be operated unless it is properly licensed by the Federal Communications Commission and the station license is posted or kept available as specified by the rules governing the particular service and/or class of station. Station licenses must be renewed prior to the expiration of such license as provided in the Rules and Regulations.

The current authorization for each mobile station and each base or fixed station authorized to be operated at temporary

locations shall be retained as a permanent part of the station records, but need not be posted. In addition, an executed Transmitter Identification Card (FCC Form 452-C) or a plate of metal or other durable substance, legibly indicating the call sign and the licensee's name and address, shall be affixed readily visible for inspection, to each of such transmitters: Provided, That, if the transmitter is not in view of the operating position or is not readily accessible for inspection, then such card or plate shall be affixed to the control equipment at the transmitter operating position or posted adjacent thereto.

The current authorization for each base or fixed station at a fixed location shall be posted at the principal control point of the station, and a photocopy of such authorization shall be posted at all other control points listed on the authorization. In addition, an executed Transmitter Identification Card (FCC Form 452-C) or a plate of metal or other durable substance, legibly indicating the call sign and the licensee's name and address, shall be affixed, readily visible for inspection, to each transmitter operated at a fixed location, when such transmitter is not in view of, or is not readily accessible to, the operator at the principal control point.

5.10 OPERATOR REQUIREMENTS:

A public safety radio telephone station during the course of normal rendition of service, on frequencies above 25Mh/z, may be operated by an unlicensed person, if authorized to do so by the station licensee, from a control point of a mobile, a base or fixed station, or, from a dispatch point of a base or fixed station.

All transmitter adjustments or tests during or coincident with the installation, servicing, or maintenance of a radiotelephone station, which may affect the proper operation of such station, shall be made by or under the immediate supervision and responsibility of a person holding a first- or second-class commercial radio operators license, either radiotelephone or radiotelegraph, who shall be responsible for the proper functioning of the station equipment.

The provisions of the Federal Communications Commission rules and regulations, authorizing certain unlicensed persons to operate certain stations, shall not be construed to change or diminish in any respect the responsibility of station licensees to have and to maintain control over the stations licensed to them, or for the proper functioning and operation of those stations in accordance with the terms of the licenses of those stations.

5.11 NATURE OF COMMUNICATIONS:

Only such calls as are specifically authorized by the rules governing stations in the public safety services may be transmitted.

False calls, false or fraudulent distress signals, superfluous and unidentified communications, and obscene, indecent, and profane language, and the transmission of unassigned call signals are specifically prohibited.

Stations in the public safety service are primarily authorized to transmit communications directly relating to public safety and the protection of life and property and communications essential to official public safety activities.

5.12 SECRECY OF RADIO COMMUNICATIONS:

The contents of a radio communication shall not be divulged to any person or party other than to whom it is addressed, except as specifically provided in Section 605 of the Communications Act.

5.13 PREVENTION OF INTERFERENCE:

Inasmuch as most radio transmissions are conducted on radio channels which are shared among many stations, it is necessary that precautions be observed to avoid congestion and interference.

In order to avoid interference with communications in progress, an operator shall listen on the frequency on which he intends to receive for a sufficient period to ascertain that he will be able to hear the station he is calling and that his transmission will not cause interference. He shall not attempt to call if interference is likely to result.

5.14 CONTENT OF STATION RECORD (LOG):

For all base and fixed stations except those authorized to operate at temporary locations for unattended operation, the name or names of the persons (operators) responsible for the operation of the transmitting equipment each day, together with the period of their duty. Each such person shall sign, not initial, the record both when coming on and when going off duty.

For stations whose antenna or antenna supporting structure is required to be illuminated, a record in accordance with the following:

(1) The time the tower lights are turned on and off each day if manually controlled.

(2) The time the daily check of proper operation of the tower lights was made.

(3) In the event of any observed or otherwise known failure of a tower light:

(I) Nature of such a failure.

(II) Date and time failure was observed, or otherwise noted.

(III) Identification of the Flight Service Station (FAA) notified of the failure of any code or rotating beacon light or top light not corrected within 30 minutes, and date and time such notice was given.

(IV) Date and time notice was given to the Flight Service Station (FAA) that the required illumination was resumed.

5.15 FORM OF STATION RECORD:

The records shall be kept in an orderly manner and in such detail that the data are readily available. Key letters or abbreviations may be used if proper meaning or explanation is set forth in the record.

Each entry in the records shall be signed by a person qualified to do so having actual knowledge of the facts to be recorded.

No record or portion thereof shall be erased, obliterated, or willfully destroyed within the required retention period. Any necessary correction may be made only by the person originating the entry who shall strike out the erroneous portion, initial the correction made, and indicate the date of correction.

5.16 RETENTION OF STATION RECORDS:

Records required to be kept by this part shall be retained by the licensee for a period of at least one year.

5.17 INSPECTION OF STATIONS:

All stations and records of stations in these services shall be made available for inspection to a Commission representative at any time while the station is in operation or shall be made available for inspection upon reasonable request of an authorized representative of the Commission.

5.18 OPERATING PROCEDURE:

Each station, unless otherwise indicated, shall transmit the assigned call sign at the end of each transmission or exchange of

transmissions, or once each 30 minutes of the operating period as the licensee may prefer.

A mobile station, unless otherwise indicated, shall transmit an identification at the end of each transmission or exchange of transmissions, or once each 30 minutes of the operating period as the licensee may prefer.

5.19 TRANSMITTER CONTROL REQUIREMENTS:

Each transmitter shall be so installed and protected that it is not accessible to or capable of operation by persons other than those duly authorized by the licensee.

A control point is an operating position which meets all of the following conditions:

(1) The position must be under the control and supervision of the licensee;

(2) It is a position at which the monitoring facilities are installed; and

(3) It is a position at which a person immediately responsible for the operation of the transmitter is stationed.

A dispatch point is any position from which messages may be transmitted under the supervision of the person at a control point who is responsible for the operation of the transmitter. Dispatch points may be installed at an existing authorized station without added authorization.

At each control point, the following facilities shall be installed:

(a) A carrier operated device which will provide continuous visual indication when the transmitter is radiating; or, in lieu thereof, a pilot lamp or meter which will provide continuous visual indication when the transmitter control circuits have been placed in a condition to produce radiation: Provided however, That the provisions of this subparagraph shall not apply to hand-carried or pack-carried transmitters or to transmitters installed on motorcycles;

(b) Equipment to permit the person responsible for the operation of the transmitter to aurally monitor all transmissions originating at dispatch points under his supervision;

(c) Facilities which will permit the person responsible for the operation of the transmitter either to disconnect the dispatch point circuits from the transmitter or to

render the transmitter inoperative from any dispatch point under his supervision; and

(d) Facilities which will permit the person responsible for the operation of the transmitter to turn the transmitter carrier on and off at will.

5.20 Remember, *DON'T* allow a radio station to:

1. Be operated by any person not holding a valid radio operator license or permit of the class prescribed in the rules and regulations of the Commission for the operation of such station;
2. Fail to identify itself at the times and in the manner prescribed in the rules and regulations of the Commission;
3. Transmit any false or superfluous call contrary to regulations of the Commission;
4. Operate on a frequency not authorized by the Commission for use by such station:
5. Interfere with any distress call or distress communication contrary to the regulations of the Commission;
6. Render a communication service not authorized by the Commission;
7. Operate with a type of emission not authorized by the Commission;
8. Operate with transmitting equipment other than that authorized by the Commission;
9. Fail to respond to official communications from the Commission;
10. Operate a control point that fails to indicate when the transmitter is on or one that does not have means to monitor and disable an associated dispatch point;
11. Fail to keep a proper Log;
12. Deny access to properly identified representatives of the FCC;
13. Permit profane, indecent or obscene language;
14. Willfully permit damage to radio equipment;
15. Allow the interception, use or publication of the content of a radio message without permission of the proper authority;

16. Fail to exhibit a properly executed form 452-C (transmitter ID card) as required.

5.21 Section 510 of the Communications Act of 1934 provides forfeiture for violation of most of the above DONT'S as follows:

"The licensee of the station shall, in addition to any other penalty prescribed by law, forfeit to the United States a sum not to exceed $100. In the case of a violation of clause (2), (3), (5), or (6) of this subsection, the person operating such station shall, in addition to any other penalty prescribed by law, forfeit to the United States a sum not to exceed $100. The violation of the provisions of each numbered clause of the subsection shall constitute a separate offense;

PROVIDED, that $100 shall be the maximum amount of forfeiture liability for which the licensee or person operating such station shall be liable under this section for the violation of the provisions of any one of the numbered clauses of this subsection, irrespective of the number of violations thereof, occurring within ninety days prior to the date the notice of apparent liability is issued or sent as provided in subsection (c) of this section: AND PROVIDED FURTHER, That $500 shall be the maximum amount of forfeiture liability for which the licensee or person operating such station shall be liable under this section for all violations of the provisions of this section, irrespective of the total number, thereof, occurring within ninety days prior to the date such notice of apparent liability is issued or sent as provided in subsection (c) of this section.

The forfeiture liability provided for in this section shall attach only for a willful or repeated violation of the provisions of this section by any licensee or person operating a station.

No forfeiture liability under this section shall attach after the lapse of ninety days from the date of the violation unless within such time a written notice of apparent liability, setting forth the facts which indicate apparent liability, shall have been issued by the Commission and received by such person, or the Commission has sent him such notice by registered mail or by certified mail at his last known address. The person so notified of apparent liability shall have the opportunity to show cause in writing why he should not be held liable and, upon his request, he shall be afforded an opportunity for a personal interview with an official of the Commission at the Field Office of the Commission nearest to the person's place of residence."

5.22 Section 501, Communications Act 1934, as amended states:

"Any person who willfully and knowingly does or causes or suffers to be done any act, matter, or thing, in this Act prohibited or declared to be unlawful, or who willfully or knowingly omits or fails to do any act, matter, or thing in this Act required to be done, or willfully and knowingly causes or suffers such omission or failure, shall, upon conviction thereof, be punished for such offense, for which no penalty (other than a forfeiture) is provided in this Act, by a fine of not more than $10,000 or by imprisonment for a term not exceeding one year, or both; except that any person, having been once convicted of an offense punishable under this section, who is subsequently convicted of violating any provision of this Act punishable under this section, shall be punished by a fine of not more than $10,000 or by imprisonment for a term not exceeding two years, or both."

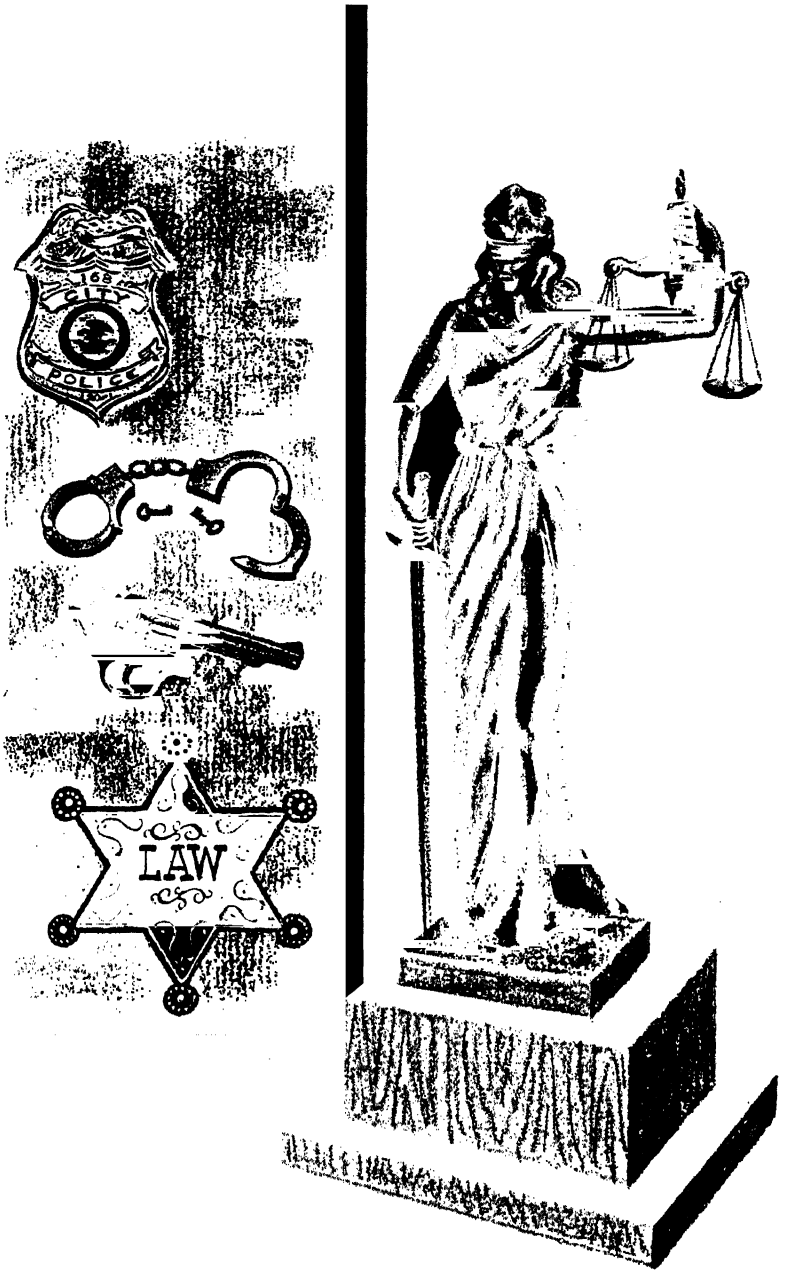
5.23 Section 502, Communications Act 1934, as amended states:

"Any person who willfully and knowingly violates any rules, regulation, restriction, or condition made or imposed by the Commission under authority of this Act, or any rule, regulations, restriction, or condition made or imposed by any international radio or wire communications treaty or convention, or regulations annexed thereto, to which the United States is or may hereafter become a party, shall, in addition to any other penalties provided by law, be punished, upon conviction thereof, by a fine of not more than $500 for each and every day during which such offense occurs."

5.24 Title 18, Section 1464, United States Code Annotated is specific on perhaps the Rule that, when violated, constitutes the most noxious of all transmissions and about which the Commission is most particular:

"Whoever utters any obscene, indecent or profane language by means of radio communication shall be fined not more than $10,000.00 or imprisoned not more than two years, or both."

Section 6 Law Enforcement Communications



SECTION A6.0

LAW ENFORCEMENT COMMUNICATIONS

RADIO:

A6.1 One of the major services in the Public Safety Radio group is the Police Radio Service. The police function is also exercised by other law enforcement agencies who do not employ the word "police" in the usual sense, such as sheriff departments, highway patrols, wildlife agencies, and even forestry, fire and highway departments as they discharge their responsibilities in "policing" and blocking off areas under their jurisdiction.

A6.2 However, law enforcement as discussed in this section is that associated with crime in its usual sense: rape, theft, murder, traffic violation, etc. The apprehension of today's criminal requires fast and accurate communications between law enforcement agencies at all levels and on both the local and national scene.

A6.3 This special section emphasizes the peculiar needs of law enforcement communications techniques: to assist the smaller department in making the proper approach to the larger system; to aid the larger department in wide-area and multi-station operation; and to suggest proven methods in nation-wide communications.

A6.4 Authority:

A message which requires a law officer to perform a certain act should be based on the request of a department, or one qualified to act for a department, which has the legal authority to make the request.

A6.5 The authority of a message is implicit in the signature of the message. The signature is always that of the originating department.

A6.6 Message Form:

A formal message is one constructed, transmitted and recorded according to a standard prescribed form (see Sec. 4). A formal message should contain the following essential P A R T S :

1. Preamble - message number, point of origin or agency identifier, date.
2. Address - to whom the message is directed.
3. Reference - to previous message, if any.
4. Text - the message.

5. Signature or Authority - department requesting the message.

An informal message is one that is concerned with the routine matters of a department and that does not require a designation of authority other than that of rank or position. This type of message is not constructed nor recorded according to a prescribed form. Most of the traffic in a system may be of this type message.

A6.7 Types of Messages:

1. *Broadcast or Net Message:* Directed to several extra-system stations or to all stations in a system.
2. *Dispatch.* Value is limited in time and area, such as "Attempt to Locate," "Weather Reports," etc. This type of message may be cancelled after a short period of time, or may be filed without further action, depending on the nature of the message.
3. *Directed Message.* A message sent from one agency to another or from one station in a system to another specific station in that system.

A6.8 Attempt to Locate Messages:

"ATL" messages should be screened closely to eliminate those that are not definitely of an emergency nature. The information listed below should be included in "ATL" messages:

1. Reasons for the "ATL": death message, serious illness in family, emergency change in military orders, long overdue at destination, etc.
2. Full name of the person to be located (of help sometimes to know how many persons are traveling in the car.)
3. Information on the vehicle in which the person is traveling.
4. Travel information: Point of departure, time of departure, routes of travel, destination, other pertinent information.
5. Authority (must be a law enforcement agency).
6. Instructions: should probably be "call home," or the location of the part of the traveling party who became sep-

arated from the group. If someone in the party has a sickness, this information should be included in the message.

EXAMPLE:

ATTEMPT TO LOCATE JOHN SMITH DRIVING
WHITE OVER RED 65 FORD
INDIANA LICENSE 11A5913 LEFT
INDIANAPOLIS 0830 (2-25-67) ENROUTE TO CHICAGO
VIA RTS 52 AND 41 ADVISE MR SMITH TO
CALL HOME FOR DEATH MESSAGE
AUTH S P INDIANAPOLIS IND RMM 1530 EST

A6.9 Criminal Act Messages:

The nature of the crime determines to a great degree where a criminal act message is sent, i.e., to those stations, departments and states in the area affected. A statement must be made by the originating authority as to whether a warrant has been or will be filed. If for broadcast in other states, a statement *Must Be Included That Extradition Will Be Made.* This is for the protection of the arresting departments officers. This can be written as "WAREX."

The progression of the criminal act message should be as follows:

Charge	Name
Location	Sex
Time	Race
Date	Age
	Height
	Weight

Color of hair and eyes
Complexion
Physical marks
Description of clothing

(See Sec. 4 for Information Form)

If there is other information available it should be included (such as car being used, etc.).

EXAMPLE:

"WANTED FOR GRAND LARCENY
WARRANT ON FILE WILL EXTRADITE
(WAREX GRAND LARCENY) SEATTLE
JULY 14 RICHARD E DOW M W 47 5-10
185 BROWN HAIR AND BLUE EYES LIGHT
COMPLEXION SCAR OVER LEFT EYE
WEARING BLUE COAT WHITE SHIRT
GREY TROUSERS TAN SHOES
AUTH PD SEATTLE WASHINGTON AVH 1345 PST

Omit any item which is not *KNOWN.*

A6.10 Stolen Property:

Stolen property messages are distributed in much the same manner as criminal act messages, i.e., to the areas affected. This type of message should include:

Complaint (Grand Larceny, Breaking and Entering (B & E), etc.)

Time and Date

Article or list of *identifiable* articles followed by the description or any other information helpful in recovery and proper identification.

EXAMPLE:

"STOLEN PHOENIX HIGH SCHOOL PHOENIX
NIGHT OF MAY 12 ONE IBM TYPEWRITER
ELECTRIC BLACK FINISH SERIAL 223 886"
PD PHOENIX ARIZONA JJH 0015 MST

A6.11 Missing Persons:

Missing persons are a common problem of interest to all law enforcement agencies. Most departments consider juveniles and elderly persons as missing after 24 to 48 hours have passed. The in between age group of adults is difficult to cope with unless

the person is a suspect in a crime, suspected victim of foul play, demented, victim of amnesia or in ill health.

EXAMPLE:

"MISSING TAYLORVILLE ILLINOIS SINCE 2100 JULY 14 JEAN DOE F W 15 5-2 BLONDE HAIR BLUE EYES LIGHT COMPLEXION MOLE ON RIGHT CHEEK BLUE PRINT DRESS TAN SHOES PARENTS WILL CALL

AUTH SHF CHRISTIAN COUNTY ILL JAB 0915 CST

A6.12 Persons and Property In Custody:

When a message is being originated for any record or wanted on subjects, and for identification of recovered property, the complete information is of the utmost importance for positive identification. As much information as possible should be included in the first message, thus saving much lost motion and time in clearing the case.

A6.13 Stolen Vehicles & License Plates:

Lost or stolen license plates are normally broadcast only at the point of origin but should be cross-indexed in the stolen file. In theft cases involving states using two license plates indicate if both plates or only one was stolen.

Cars (or any vehicle) or plates registered in one state but stolen in another should be reported to the state having registered the vehicle.

The abbreviation "NSR" is nationally recognized as meaning "no stolen report."

A6.14 Vehicle Identification:

Vehicle registration / license information is generally similar in all states. The American Association of Motor Vehicle Administrators is meeting with success in getting all of the states to conform to certain standards.

One of the most important things to furnish when checking license numbers interstate is the position of the dash in the license (some states use a design which should be referred to as a dash). This item is just as important as giving the correct license number. The position of the dash in several states indicates the issue of the license and it is therefore necessary in order to check the records.

All states are confronted with the expiration of licenses, and if a new registration is near, it is vital to include the year of issue. Otherwise, it might involve checking two years of registration information -- or sending back the incorrect years information and then having to check the other year. The NATB (National Auto Theft Bureau) book provides a list of license expiration dates for all of the states, colors of plates, and much, much more data that can be extremely valuable in vehicle identification.

When requesting registration / license information where it is also desired that the owner be contacted for disposition, information should be included with the original request as to the condition of the vehicle for driving and whom to contact for vehicle release.

A6.15 National Auto Theft Bureau:

The National Auto Theft Bureau, 100 Williams Street, New York, N. Y. 10038, maintains a stolen file by serial number on all cars belonging to its supporting agencies (various insurance companies). The bureau's New York office is listed in the TWX directory or may be contacted by mail or telephone. If it does not have a record of the serial number, it will trace the vehicle from the factory shipment to the present owner. When making a request to NATB New York *all* description and particulars about the vehicle should be furnished with the original request.

The National Automobile Theft Bureau, Western Division, 175 West Jackson Boulevard, Chicago, Illinois 60604, Phone 312-922-0540 serves as a national clearing house for information on stolen vehicles, by vehicle identification number, assembled from NATB Divisional offices, and state and city police agencies. In addition, a microfilm record of factory assembly and shipping information on American made vehicles, beginning with 1960 and some 1962 year models, is maintained.

NATB Chicago will immediately institute tracing of any vehicle referred to them, using their factory file in the event no stolen report is found. NATB Chicago may be contacted by LETS, TWX, mail or collect telephone. When contacting NATB Chicago, all identification numbers should be furnished to facilitate tracing.

A6.16 U. S. Bureau of Public Roads:

A relatively new section is being formed by the U. S. Bureau of Public Roads, Washington, D. C., in which the driving records

will be compiled from all of the states. These records may be obtained by telegram or letter to:

Director of Audits & Investigations
Matomic Building, Room 200
1717 H Street, N. W.
Washington, D. C.

A6.17 Description of Vehicles (See Sec. A6. 28):

Remember "CYMBALS" for automobile description when writing messages involving vehicles (Sec. 4). A more detailed breakdown on vehicle descriptions is as follows:

1. Reported stolen
2. Place stolen (name of town or area - street address is not necessary)
3. Time and date stolen (between certain hours and dates, etc.)

C 4. Color (two-tone should be listed as "white over red" multi-tone as "white over red over white," etc.)

Y 5. Year of manufacture

M 6. Make

B 7. Body style

AND

L 8. License

S 9. Serial/motor number (seldom broadcast on the net, but most departments cross index file on stolen cars and need the serial/motor number for this purpose.)

10. Other data making identification easy.

11. Owners name and address (seldom broadcast on the radio net but should be available for the master file card and is required on a teletypewriter message. It is usually entered below the authority of the message."

Precautions should be used to be certain that all information is correct. *Incorrect Information Spells All Kinds of Trouble.*

A6.18 Vehicle Description (Detailed):

1. Description of stolen vehicles should be standardized as much as possible as to color information. On 2-color vehicles, give the top color, insert the word "over" and then the body color. If 3-colors, insert in descending order.

Example: White, over Black, over Blue. Always use primary colors. For this purpose primary colors are considered as consisting of red, yellow, green, blue, brown, black, gray, aluminum, silver and white. Pastel shades of the primary colors are often used but this procedure is not recommended. Do not use descriptive terms such as "Robin-Egg Blue."

2. When giving the year of the motor vehicle it should be remembered that all motor vehicles have been manufactured since 1900; therefore, it is not necessary to give the first two digits when describing the year of a motor vehicle.

   Example: Sixty-five, Dodge Dart, is sufficient to describe the vehicle instead of using nineteen sixty-five, Dodge Dart.

3. The make of the motor vehicle should consist of the manufacturer's name.

4. It is important when giving the body style of a motor vehicle to state whether "two-door" or "four-door," if enclosed bodies. Use the word "convertible" or "station wagon" when appropriate. Avoid the words "sedan" or "coupe."

5. Because of the increase in the production of vehicles bearing trade names, or sub-names different than the name of the vehicle manufacturer, and inasmuch as these vehicles have distinctive shapes and silhouettes, it is important that the trade name or sub-name be given in description.

   Example:

   Plymouth Valiant, Barracuda

   Dodge Dart

   Buick Wildcat

   Ford Mustang, Thunderbird, Falcon

   Chevrolet Corvair, Chevelle, Chevy II, Corvette

   Pontiac Tempest

   Mercury Comet

   Oldsmobile Eighty-Eight, Ninety-Eight, Toronado

A6.19 Abandoned or Apprehended Vehicles:

It is very important when checking on abandoned or apprehended vehicles to give full information in the first message.

This would ordinarily consist of the following information:

A. Color, year, make, body style, license and vehicle identification number (VIN).

B. How long abandoned.

C. Where found.

D. Where held.

E. Running condition.

F. If any subjects are held, their complete description and any charges against them.

G. Where subjects are held.

H. If vehicle will be released to owner on proof of ownership.

I. Current storage and towing charges.

Failure to supply complete information will only result in confusion, delays and incorrect replies.

A6.20 Additional Information and Corrections:

Additional information, or corrections and information received after an original message has been sent, should be transmitted in the same manner and to the same area as the original, along with the proper references to the original message. Normally the same department which originated the message would be the originating authority on the added information or correction. It is permissible, however, for other departments to add information under their own authority to the original message, such as the fact that the same person is wanted by them, etc.

If the wanted message is originated by another state, then another department may refer to the message in which the subject is listed as wanted, such as:

Example:

"SAME SUBJECT AS WANTED BY SP CUMBERLAND MARYLAND IN THEIR TELETYPEWRITER MESSAGE J-345 DATED JULY 15 1965"

A6.21 Cancellations:

A message can be cancelled *ONLY* by the originating authority, or by consent of the originating authority. The following are exceptions to the rule:

1. When a message is a duplicate of another message already originated and broadcast.
2. Lost or stolen license plates are automatically cancelled at the time of expiration.

A message may be cancelled for any of the following reasons:

Car recovered

Suspect apprehended

Property recovered

Plates recovered

Persons located

Identification completed

No longer wanted

No further value

Message in error

Message in duplicate of previously filed message

A message cancelled in error should not be reinstated but should be rebroadcast under a new message number.

All departments should diligently try to cancel their messages as soon as possible. Partial cancellations should be given when one or more suspects described in a message have been apprehended, or part of a list of stolen articles has been recovered. This can be done only by the originating authority or with permission to cancel given by them.

Most departments maintain files in their identification and record bureaus. If any department inquires (by mail or message), regarding a message still active, it is to the advantage of everyone to clarify and answer the inquiry as soon as possible. There is always the chance that the inquiry might result in an apprehension. If it is learned that the subject has already been apprehended or is no longer wanted, and the original wanted message has not been cancelled, then it is the responsibility of the originating authority to see that the proper cancellation or partial cancellation is originated.

A6.22 Use of Tone Signals:

Many departments use certain groupings of tone signals preceding a broadcast of traffic to designate the type of traffic in the message. The number of tones depends on the classification desired.

A6.23 Daily Summary or Bulletin:

Most departments originate some form of written summary of the net or master messages of their system for the day (major crimes, stolen cars, etc.) These summaries are very useful to the policeman who has been off duty and wishes to review current messages. If someone has heard a message which he desires to read, the summary provides a quick reference for this purpose.

A6.24 Weather & Road Conditions Report:

Most departments compile unusual weather conditions occurring in their area such as snow, storms, sleet storms, floods, damaging winds, hail storms, severe thunder storms and tornados. Arrangements are normally made for release of this information to the news media.

The United States Weather Bureau reports any unusual storm warnings so that their dissemination may be made to law enforcement agencies.

A6.25 Fingerprints:

There are times when the Fingerprint Classification should be included in messages for purpose of identification when otherwise there may be some doubt. It is recommended that fingerprint analysis be either included or used in lieu of fingerprint classification since several filing systems are in use (this recommendation is used by the APCO-IACP TWX information directory). This is especially the case in regard to requesting wanted checks since the department searching its files may have several of the same or similar names and descriptions.

As a matter of information, the National Uniform Crime Report manual as established by IACP and the FBI, comments on fingerprint classification as follows:

To alleviate problems existent due to the various methods of fingerprint classifications, the following method is to be used in classifying fingerprints for entry into wanted persons format:

The fingers will be considered beginning with the right thumb

as #1 and continuing through #10 with the left thumb being #6. Two characters will be used for each finger as shown below:

Ulnar loops	two numeric characters indicating ridge count
Arch	AA
Tented arch	TT
Radial loop	RR
Inner whorl	II
Meeting whorl	MM
Outer whorl	OO
Missing fingers	XX

A6.26 Descriptions of Persons:

Remember the "JOHN DOE" photo appearing elsewhere in this manual (Sec. 4). Omit items that are unknown.

The National Uniform Crime Report manual states specifically that Sex will be designated as "M" for male and "F" for female, and, that Race will be described by abbreviations used in the Uniform Crime Recording Program.

Examples:

White	W
Negro	N
Indian	I
Chinese	C
Japanese	J
All other	O

Mexicans who are not defined as Indian, or other non-whites should be described as "W"

Nationality should be entered when more pertinent or more discreet identifier than race alone is required. Example: Mexican - MM, Cuban - CC, etc. or indicate country or state of birth.

A6.27 Priority:

In general, law enforcement messages should have the following order of priority:

1. Emergency.
2. In Progress Criminal.
3. Hit and Run.
4. Stolen.
5. Wanted.
6. Missing.
7. Routine Criminal.
8. Attempt to Locate.
9. Cancellations.
10. Routine System.

A6.28 Addenda:

Last minute information from NCIC indicates the following requirements for printed inquiry involving automobile description. Rather than modify existing procedure at this time is considered more expedient to display both the established and the new in order that differences may be known and so as to stimulate comment from the field as experience is gained:

C4. Color - NCIC uses 7 character field. All colors have a 3 letter code assigned and in the event the vehicle is two tone, the colors are separted with a slash, i.e., WHI/-BLK. If vehicle is a solid- color, 3 letters only are entered in the field.

Y5. Year of manufacture - NCIC uses last 2 digits only.

M6. Make - NCIC codes all makes and uses 4 letter field.

B7. Body style - NCIC codes body style and uses 2 letter field.

L8. License - All licenses are entered deleting hyphens and other symbols from number.

S9 Serial/motor number - These numbers are also entered deleting hyphens and other symbols.

A6.29 Remember:

Will the message in itself be clear to those receiving it.

Have I included all message reference numbers and data?

Does it clearly contain all of the information requested?

Does it clearly state what action is to be taken?

Have I included information regarding warrants on file? (Mandatory with interstate messages)

Has extradition information been included? (Mandatory with interstate messages)

Have the proper sequences been used on descriptions?

Would your department accept this message without question when it was received?

SECTION B6.0

LAW ENFORCEMENT COMMUNICATIONS

TELETYPEWRITER

B6.1 The national Law Enforcement Teletypewriter System (LETS) is a private teletypewriter system that is designed to interconnect the nation's law enforcement agencies for the prompt processing of state and interstate messages of a law enforcement nature. The system uses common carrier land line circuits.

B6.2 The LETS is comprised of approximately 4500 law enforcement organizations who process their teletype messages through a single communications center in each state served. These states communication centers are then interconnected through the national switching center in Phoenix, Arizona.

B6.3 Rules:

1. The success of LETS depends upon compliance with the orders and regulations governing its use. All regulations as set forth in this manual and in subsequent orders which may be issued from time to time, concerning the operation and maintenance of this system, must be followed in every detail.
2. This system will not be used for personal business.
3. Traffic over the teletype system must be in the prescribed message form.
4. Local time will be used.
5. Teletype messages when authorized to be destroyed should be destroyed BY FIRE in order to prevent them from falling into the hands of unauthorized persons.
6. Messages dispatched on the police teletype net must be on the authority of a duly constituted police agency.
7. Cases in which the complainant is only interested in the recovery of property should not be dispatched unless a warrant is secured. This is for the protection of the arresting officer.
8. Bulletins, publications, telegrams, etc., received from private detective agencies, bonding houses, bail bondsmen, etc., will not be dispatched over this system.

9. The contents of any message shall not be divulged to anyone other than one in an official capacity, unless so directed by the message. The utmost care must be exercised as practically all messages are of a confidential nature and for official information only, and should only be given to officials entitled to receive such information.

10. Teletype instruments should be located in such a manner as to eliminate the possibility of unauthorized persons having access to message information.

11. Teletype messages containing expressions such as "arrest and hold," "hold for investigation," "detain for this department," "wanted as a suspect," etc., will not be accepted. The name of the crime upon which the message is based should be clearly specified. Also, it must be stated if warrant has been, or will be, issued. Messages which are to be transmitted to other states wherein an arrest is requested should state whether or not extradition will be resorted to in case of apprehension.

12. When a stolen car which has been reported over LETS is recovered it should not be released to any person until a cancellation has been received from the police agency that originated the message.

13. Messages requesting the location of overdue persons should not be accepted except in cases of serious illness, death or other bona fide emergencies.

14. The facilities of the police teletype net have been made available to military authorities for the purpose of reporting the apprehension of deserters and other military personnel arrested and held by military police units. The military authorities have been advised that the system cannot be used for the transmission of administrative messages.

15. Information which has been received by telegram, letter, or bulletin, calling for the apprehension of a criminal and requesting the alarm to be broadcast over the police teletype net, will be confined to the state receiving the information. This will prevent duplicate alarms calling for the arrest of a person or persons on the same crime.

16. Cancellation . . . . A cancellation may only be sent by the station originating the alarm and must be under the same file classification, if used. It is very important that

all messages be cancelled as soon as they have served their purpose.

17. Only under rare circumstances should a message be sent nation-wide (APB). No message should be sent beyond the local area or "circuit net" unless the text of the message contains definite information that requires "action" on the part of the station or area to which it is directed. Messages should list *identifiable* items *only*.

18. Weather and road information shall be confined to community of interest circuit or circuits and not be sent nation-wide. This information should not be sent routinely but only when adverse conditions exist or are imminent.

B6.4 Procedure:

1. While the majority of traffic handled by teletype consists of registration checks and directed messages, it provides a convenient means of delivering other types of messages such as net messages (stolen vehicles, etc.).

2. However, it should be emphasized that in the event of an armed robbery, hit and run, recent car thefts and other types of criminal acts of recent occurrence, the information should first be broadcast on the radio for the benefit of patrol cars and on point-to-point for those stations who do not have teletype. After this has been done, it can then be put on the area teletype net. Traffic involving accidents, requests for ambulances and/or wreckers should also be given by radio.

3. When originating a message involving the description of a person or vehicle, it is the responsibility of the originating station to follow the"Standard Message Form" adopted and approved by A.P.C.O. and I.A.C.P

   It is necessary that the originating station follow this procedure because the messages received by each relay center are *not* retyped. When you originate a message a tape is cut for the purpose of relaying the message. This tape is put on a tape sending unit, and after coding in the desired agency or department, the tape actually sends the message. The relay center does not retype your message. The message, as sent by your department, is relayed word for word. It is important to use proper sequence structure and not insert anything extra in your message. *After the tape has been once cut, it cannot be changed.*

B6.5 Training:

1. The Telephone Company will train the LETS operators in the physical operation of the teletype machine. This is normally done before the start of service if the equipment is on the customer's premises. Retraining may be arranged for by calling the teletype consultant (collect) at a number given to you by the telephone company.

B6.6 Maintenance:

1. CPSC: Centralized Plant Service Center.
2. CPSC is a centralized reporting center for all law enforcement teletype customers having critical special service circuits. CPSC will operate on a twenty-four hour, seven day per week basis.
3. If you discover that your machine is out of order notify another teletype user on your circuit by radio, and request that they notify all users on your circuit that your machine is out of order. As soon as your machine is back in order, notify all stations on your circuit that you are back in service.
4. It is your responsibility to supply and change paper and ribbon when needed.
5. Notify in advance all stations on the network that your teletype will be out of service when it is necessary to:
    1. Change paper
    2. Change ribbon
    3. Make a routine maintenance check
6. When the above work is completed send another report that your machine is back in service. Failure to do so may result in your department missing a message. *DO NOT USE SHORT-CUTS.*
7. The Telephone Company will inspect and service your teletype machine periodically.

B6.7 Permissible Communications:

1. Your teletype machine is leased by your department for communications essential to the official business of your department. Communications of a personal nature between operators (non-departmental business) is forbidden.

B6.8 Message Services Available:

1. Stations in the LETS System will deliver, free of charge, messages originated by law enforcement agencies and the National Auto Theft Bureau (NATB), to any law enforcement agency in the United States excluding Hawaii and Alaska.
2. However, it should be pointed out that, when forwarding teletype messages, the State Point of Entry Stations act only as switching centers and do not edit or rearrange messages.
3. Success of LETS depends on the compliance with orders and regulations governing its use which are established by the National Teletype Committee and approved by APCO and IACP. All regulations as set forth in this manual, and in subsequent orders which may be issued from time to time concerning the operation of this system, must be followed in every detail.
4. When originating messages pertaining to wanted persons, information on one or more of the following items must be included in the text of the message, in addition to the normal information furnished:

   a. Warrant Information:

      Messages pertaining to persons wanted for criminal acts must state the specific crime for which the person is wanted and whether the warrant charge is a felony or a misdemeanor.

   b. Extradition Information:

      Messages directed to out-of-state agencies involving persons wanted for criminal acts must include the statement that they will be extradited if apprehended.

   c. Transportation Information:

      Messages dealing with persons wanted for non-criminal acts (missing persons, etc.) must contain the statement that *transportation will be furnished.*

B6.9 Message Construction:

1. Every teletype message transmitted over the system must be in the prescribed form. It is realized that the forms must be flexible due to the conditions existing at the time a crime is committed, but it is believed that this procedure will assist every police department in the performance

of its duty, and minimize the danger of unnecessary delay in handling the original message, as well as reduce the need for added information and replies. It will also give the maximum protection to the police officer when he acts on the information received over the teletypewriter system.

2. Standard message form (Approved by APCO & IACP)

3 PD SAN DIEGO CALIF 2-24-66
PD UTICA NEW YORK
ARMED ROBBERY
0700 PST 2-23-66 VANS MARKET 2230 OCEANSIDE BLVD THIS CITY SUSPECT JOHN WILLIAM MORRIS M/W DOB 2-23-27 5-8 185 BROWN HAIR BLUE EYES DRIVING BLUE 65 FORD MUSTANG CALIF JJJ 123 VIN 5F07A139076 BELIEVED ENROUTE TO 1234 SOUTH HARMONY AVE. YOUR CITY WAREX FELONY
SGT J D BEALE
PD SAN DIEGO CALIF JWM 0824PST

3. <u>Heading:</u>

Line 1

Item 1 - Message Number - Each message transmitted should bear an identifying message number.

Item 2 - Name of originating department (AHP) (CAL) (If file number is used it shall be inserted in space between number and name of originator).

Item 3 - Date message is transmitted (use number to signify month) (2/20/66).

Item 4 - If message is an added information, correction, reply or cancellation, the proper words must be typed after date to identify the type of message.

Line 2

Item 1 - Destination - This directs the message to its proper point. If the originator wants the message to be sent to all points on the system,

the message is sent APB. If to a particular point, he designates by name the department he wishes the message sent, e.g., PD Roanoke, Va.

If the sender wishes to dispatch a message to an agency or department and he is not sure of its location or if it is associated with the system, he should dispatch the message to that agency by name, e.g., PD Leipsic, N.J. Then send to the State Point of Entry for relay or to the closest station on the system requesting the message to be forwarded to the addressee.

Line 3

Item 1 - Reference - Applicable only when there has been previous traffic on the same subject. List the original message numbers of both sending and receiving stations, and the dates messages were transmitted. File (stolen car) if applicable.

4. Body of Message:

   Complete description and other pertinent information. Be brief, but give complete details and action requested.

   A. Crime

   B. Time and location of crime (24 hour time -- identify time zone - EST, MST, CST)

   C. Name of person wanted or missing in cases of motor vehicles - tag numbers

   D. Descriptions - Persons, motor vehicles, property

   E. Warrant and extradition. Provide warrant number.

5. NOTE: Description of Persons - The APCO description form includes the following: Sex, Race, Age, Height, and Weight, abbreviated M-W-30-5-6-175 followed by Hair, Eyes, Complexion, Build, Scars and Marks, and Clothing from head to foot (See Sec. 4).

6. Description of Motor Vehicles - The APCO standard description form describes motor vehicles in the following order: color, year, make, body style, license number and motor or serial number (See Sec. 4).

7. Warrant - Messages dealing with wanted persons should state the specific crime for which the individual is wanted, and whether charge is a felony or misdemeanor. The abbreviation Warex should appear at the end of the text.

8. Extradition - Each message dealing with wanted persons should include a statement regarding extradition.

9. Last Line - Conclusion

   Item 1 - Authority - The complete name of the department.

   Item 2 - Last name or initials of dispatcher

   Item 3 - Time - Use the 24 hour clock system and include time zone, e.g., 1730EST or 1730CST, etc. Day light saving time - 1730EDT or 1730CDT

10. In all teletype messages the following spacing is required:

    Example:

    743 SP CHARLESTON W VA 4-10-65 ADDED
    APB
    REF 736 3-31-65 GB JOHN BROWN
    SUBJECT WEARING GRAY HAT - BROWN SHOES
    DRIVING DK GREEN 63 BUICK SEDAN NJ
    LICENSE UNKNOWN - BELIVED ENROUTE TO
    NEW YORK CITY OR HOBOKEN NJ SUBJECT IS
    DIABETIC AND WILL REQUIRE TREATMENT
    FELONY WAREX
    SP CHARLESTON W VA FLANAGAN 0945EST

11. First Line

    a. Three spaces between message number and station name (If file number is used insert between number and name utilizing same spacing)

    b. Three spaces between station name and date

    c. One space between date and message classification

12. Second Line

    a. Addressee or APB

13. Third Line

    a. If the message refers to a previous message, the third line shall be started two lines below the address, and give the reference information, i.e., message number, file number, if used, date the message was dispatched, leaving one space between each.

    Body of Message - A brief concise message without paragraphs.

14. Last Line

    a. The last line will be started two lines below the body of the message.

    b. Three spaces between the authority and the operator's last name or initials.

    c. Three spaces between operator's name and time sent.

15. The following spacing is required for all teletype messages:

    First line (Preamble)

    a. Three spaces between the message number and the station identifier.

    b. Three spaces between the station identifier and the date.

    Second line (address) (started two lines below the preamble)

    Third line (Text or body of message). (Started two lines below the address.)

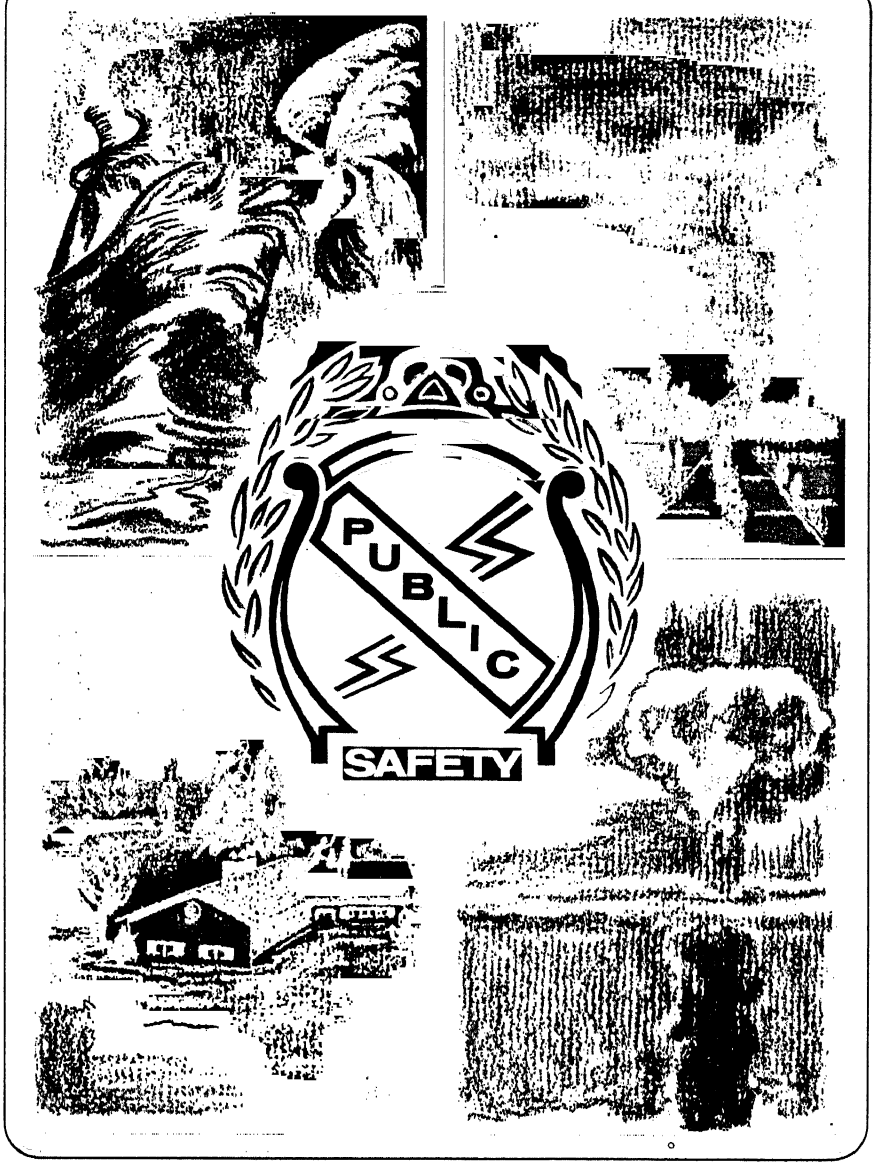
    a. If the message refers to a previous message the first line of the text should contain the preamble of the previous message.

    The text of the message should be single line spaced and should be brief and concise without paragraphs.

    Last line (Authority and Operator Service) (Started two lines below the text).

    a. Three spaces between the authority and the operator's last name or initials.

    b. Three spaces between operator's service and time sent.



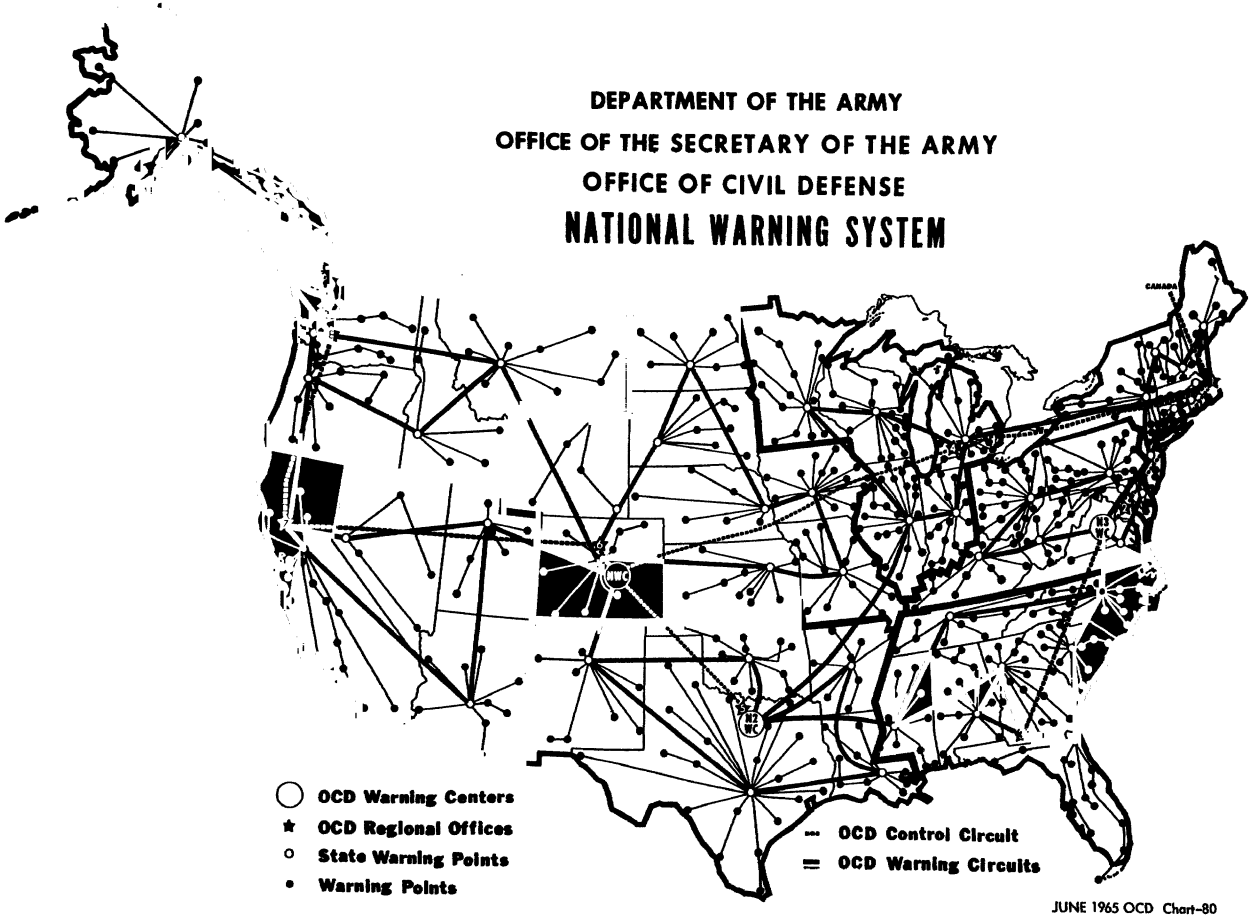
Section 7 Civil Defense Communications

DEPARTMENT OF THE ARMY

OFFICE OF THE SECRETARY OF THE ARMY

OFFICE OF CIVIL DEFENSE

NATIONAL WARNING SYSTEM



JUNE 1965 OCD Chart-80

SECTION 7.0
CIVIL DEFENSE COMMUNICATIONS

7.1 The national Civil Defense organization operates under the office of the Secretary of the Army.

7.2 The national Civil Defense structure is divided into Regions, each of which serves a number of states. The national structure terminates at the state level, each state being individual units separate from the national organization.

7.3 Each state has an Office or Department of Civil Defense established by some form of State legislation or administrative order. The State CD Offices have a master plan of survival that is complementary to the Region plan on the national level and to the state subdivision plans on the local level.

7.4 Two important functions of the state offices are those of planning and supply. Their plans are so drawn as to utilize the capabilities of existing state agencies and political subdivisions in a manner that the every day activities of these entities are best coordinated to meet the sudden demands of state or national disaster.

7.5 Public Safety communications are the nerve center of the state Civil Defense effort, especially to the extent that they furnish a back-up service to the normal means of communications. Public Safety Communications are thus an existing, functioning, organized communications capability that is in daily use and that can be immediately utilized to consolidate, coordinate, and unify the survival efforts and facilities of the Public Safety agencies for Civil Defense purposes.

7.6 One of the most important CD responsibilities of Public Safety communications is that of disseminating initial attack warnings and subsequent condition reports. Attack warnings originate in the North American Air Defense Command (NORAD) and warning messages are transmitted over the National Warning System (NAWAS) to designated warning points that are located at several strategic points in each state. The Public Safety communications systems receive warning messages from these key warning points. In some instances they are received by relay rather than direct.

7.7 There are possibilities of errors being made during the translation of state CD messages as they leave the CD system and enter the state Public Safety systems since CD terminology and Public Safety terminology are usually not alike.

7.8 There is also the possibility of error in the interchange of CD communications between Public Safety systems where procedures are unknown or too dissimilar.

7.9 One of the purposes of this manual is to assist in the reduction of these errors of translation. As more Public Safety agencies adopt these recommended procedures, a more common ground is obtained upon which to approach the state offices of Civil Defense for mutual training purposes. It is recommended that the Public Safety communications services make it a particular practice to invite CD personnel to their communications training seminars. Civil Defense personnel are urged to make every effort to adopt more of these procedures into their every day routine communications so that their terminology may be more compatible with the requirements of the Public Safety services.

7.10 Section 89.17 of the FCC Rules reads as follows:

"A station licensed under this part may transmit communications necessary for the implementation of civil defense activities assigned such station by the local civil defense authorities during an actual or simulated emergency, including drills and tests: PROVIDED, That such communications relate to the activity or activities which form the basis of the licensee's eligibility in the radio service in which authorized."

This requirement is considered to be met in the sense that the enabling act that establishes a state office of Civil Defense is one of a Public Safety nature. As such, when a civil defense function has been assigned to a Public Safety department by competent authority *in an established civil defense operational plan,* the accomplishment of that function becomes 'an official activity' of the department concerned and the department's radio system may be utilized in such accomplishment.

The foregoing is *not* construed, however, to permit *the complete pre-emption of a department's radio system for civil defense purposes* if the department has remaining a legal responsibility for the discharge of duties not contained in the civil defense plan. Further it is noted that, except in the Local Government and some areas of the Special Emergency Radio Services, civil defense activities alone do not constitute radio service eligibility.

CONCLUSION

In this jet age nothing is as important as fast and accurate communications. Language is a barrier to any form of information exchange. This manual teaches a common language in the form of prescribed methods and signals which, if universally adopted, would mean a substantial increase in Public Safety departmental efficiency and interdepartmental cooperation.

The success of this manual rests upon voluntary compliance. Voluntary effort is based upon desire and there is no doubt in the minds of the writers of this manual but that every Public Safety agency desires improved communications ability both internal and external. It is hoped that this manual will be the causal means of the desire for the required effort.

One more thing needs to be said. An end requires a means and in the world of Public Safety radio the end of two-way radio requires the means of the radio frequency spectrum. As pointed out in Section 5, the spectrum is public domain, like the air we breathe. It cannot be bought and sold in the market place like the hardware and right-of-ways of land line circuits. As a radio frequency user, each Public Safety Department should, and must be, initially and continuously concerned with the welfare of the spectrum.

The frequency spectrum is finite. There are just so many frequencies available and the competition for them is fierce. Nearly every frequency now being used in the Public Safety Radio Services, yours included, has been viewed and passed upon for technical adequacy and practical application by public safety communications employees who serve as National Frequency Coordinators. These people donate their services in order that your radio system may operate at its best efficiency and be as well protected from interference as the present frequency congestion permits.

These people, and the organizations to whom they belong, deserve your support. You should be familiar with, and participate in, those voluntary national communications organizations that work for your benefit. You need to be advised, for some day if you should need a frequency, and none is to be had, ignorance of the cause of that lack will be no excuse. The Federal Communications Commission works to protect your communications interests as well as the interest of others and their offices are open every working day. You, or your representative, should know the way to the doors.

The Office of Law Enforcement Assistance is anxious to help in law enforcement communications matters of exhibited value. APCO is anxious to assist you in any Public Safety communications matter.

That is our purpose.

ABBREVIATIONS

APB	- All points bulletin
ATL	- Attempt to locate
ATTN	- Attention
AUTH	- Message sent on authority of
BLK	- Black
BRO	- Brown
C	- Chinese
CANCEL	- Cancellation
CAPT	- Captain
CDC	- Call directing code
COL	- Colonel
COMM	- Commissioner
COMP	- Complexion
CP	- Chief of Police
CPL	- Corporal
CC	- Cuban
DEPY	- Deputy
DET	- Detective
DIR	- Director
DISP	- Disposition
DK	- Dark
DL	- Driver's License
DOA	- Dead on arrival
DOB	- Date of birth
ETA	- Estimated time of arrival
F	- Female
FILE	- File Classification Number
FPA	- Fingerprint analysis
GA	- Go Ahead
HP	- Highway Patrol
I	- Indian
ID	- Identification
INSPR	- Inspector

J	- Japanese
OLN	- License Number
LIEUT	- Lieutenant
M	- Male
M/SGT	- Master Sergeant
MM	- Mexican
MED	- Medium
MTR	- Motor
N	- Negro
O	- All other
OCA	- Originating Station Case Number (computer)
OFR	- Officer
OPR	- Operator
PD	- Police Department
PTL	- Patrolman
REF	- Refer to message
ROIR	- Reply only if record
SER	- Serial
SGT	- Sergeant
SO	- Sheriff's Office
SHRF	- Sheriff
SP	- State Police
S/SGT	- Staff Sergeant
SUPT	- Superintendent
TPR	- Trooper
T/SGT	- Technical Sergeant
TT	- Teletype
TX	- Land line telephone
VIN	- Vehicle Identification Number
W	- White
WAREX	- Warrant issued, will extradite
WX	- Weather

NOTE: If in doubt, do not abbreviate. Spell out the complete word.

DEFINITIONS

ACKNOWLEDGEMENT - The act by which one operator signifies to another that a message has been received.

ADDED INFORMATION MESSAGE - A message sent to supplement a previous message and referred thereto.

ADDRESS - The name of the department to which a message is directed or sent. It follows the preamble in the message format and it is placed two lines below the preamble.

AUTHORITY - The Department responsible for the origination of a message.

BELL SIGNAL - The teletypewriter bell used to attract attention to the instrument for messages of extreme importance.

BROADCASTS -

(a) BROADCAST - The transmission of a message to the coded area concerned.

(b) DIRECT MESSAGE - A message addressed to a specific point or points on the system.

(c) APB - A message direction indicating that the message is to be sent to all points.

CANCELLATIONS - A message which cancels another, without delay.

CARRIER - Radio wave radiated by a transmitter without modulation.

CALL DIRECTING CODE - Usually a two letter identifier assigned to a teletype machine. Required to be transmitted in order to turn on a teletype unit.

DATA - Request for full registration information, stolen or wanted on the following license or VIN (Vehicle Identification Number).

GAIN CONTROL - A control to vary the amount of modulation of a radio transmitter. The volume control on a receiver is also called a gain control.

GO AHEAD - Used as an invitation for the other station to reply when carrying on a two-way conversation between two stations.

MESSAGE NUMBER - The first part of the preamble. The number used to identify a message from all others sent by a station.

MESSAGE TIME - The figures placed on a message after the sender to indicate the time the message was sent.

MIKE - Microphone.

MODULATION - Strength of your voice applied to the microphone.

MONITOR - Listen to a radio receiver.

OPERATOR - Any person who transmits a message.

ORIGINAL MESSAGE - A message to which any subsequent message on the same subject must be referred and attached.

PHONE TRAFFIC - Messages handled by radiotelephone.

PREAMBLE - The first line of a communication. It contains the message number, station identifier and date. Used as the reference when replying to a previous message.

REFERENCE NUMBER - Used to identify a previous message. It is placed in the first line of the text and consists of the message number, file number if used, station identifier, and date of original message.

SENDER - The surname or initials of the operator who originally transmits a message.

SERVICE - Servicing a message means entering on the message the time and date sent or received, station received from, or to whom sent and the operator's initials. For teletype messages it means the time sent and operator's initials.

SPEAKER - Device that produces sound from your radio receiver.

SQUELCH CONTROL - The control to eliminate receiver noise when no signal is being received. It should be set to just eliminate this noise. Turning it further will reduce the receiving range of the receiver.

STATION IDENTIFIER - The radio station FCC assigned call sign. Used in the preamble following the message number in a radio message. In a teletype message it is an abbreviation of the station's name.

TEXT - The body of a message. That portion of a message that contains the information being transmitted from one department to another. Started two lines below the address.

TRAFFIC - A message, or communications between stations.

TT - Teletype. Sometimes called PLTT for private line teletype.

TWX - A teletypewriter exchange service which is furnished on substantially the same basis as long distance telephone service.

UNIT IDENTIFIER - An identifier assigned by the licensee to a mobile station for exact identification as "Car 3" or "797", etc. Not same as or eliminating need for the FCC assigned station identifier or call sign.

APPENDIX A
Reprinted from The APCO Bulletin

FROM THE *OPERATING POINT*

(A continuing seminar based on the APCO Operating Procedure Manual - 16,000 printed to date)

An "I" for an "I" does not constitute justice in radio communications.

Section A3.33 of the Manual touches on this matter of being impersonal on the air. This, too, is an acquired art which requires practice, for all of us are guilty of the desire to use "I" more than any other pronoun in the language.

Again, the object of this requirement is to promote, or enhance, the total system rather than any of its parts; to avoid clouding the central thought of the transmission by personal coloration, to lessen the chance of destroying the meaning of the message as intended by the originating authority, to play down people and play up accuracy and speed of action, to avoid familiarity.

Perhaps one of the best methods of constructing a neuter gender for the system is to substitute a Ten Signal for "I." For example, instead of "I will do it," substitute "10-4." Instead of "I don't think so," say "10-74." Instead of "I'll make the phone call" say, "Will 10-21;" rather than "Shall I contact Unit 99" say, "10-4 to 10-68 Unit 99?"

Dropping the "I" requires devoted practice, as does learning how to delete words from a rambling communication and thus convert it into a terse, solid message that fairly reeks with skill, training, organization, and authority. You'll have to work at this, and if you *really* know your Ten Signals you will have no undue difficulty.

Section A3.34 is a sequel to the above discussion: since we labor to avoid the familiar "I," we should in the same context endeavor to avoid assuming or implying familiarity with others. Never, never, never communicate on the air with mobile units and use names, especially first names, unles you are communicating about other than the mobile unit operator; in this case, use titles or proper names - no matter how well acquainted you may be with the person in question. You are engaged in *formal* communications.

In order to blanket the above discussions within one concept, perhaps we can make use of semantics and state that there is a difference between "talking" and "communicating" in the sense that, orally, you must talk in order to communicate but that you do not always communicate when you talk, and that when you talk you can be indulging in any form of oral contact but that when you *communicate* you are engaged in a specific and informational means of audible contact that most explicitly excludes any and all vague facets of "visiting," and which most emphatically attempts to omit any inclusion of the radio operator himself.

Sections A3.35 - 6 should be considered in concert and in examining them we find a definite similarity between the first phrases of the first sentences of each: "Never change a single word in a formal message -" and "A station originating a formal message -."

Just what is a "formal" message? A formal message is one which has been "formed" from a mass of related information in accord with a prescribed procedure, or, a formal message is one which has been "reduced" or "composed" from a mass of related information and placed on a prescribed form. Either way you look at it, it means the same thing. The basic concept is *order*: A formal message is one which is transmitted and received in a prescribed order or succession of information bits. A formal message is one which a receiver can *anticipate* in a routine fashion.

A printed message form is the typical method for establishing the information in a prescribed routine manner and this is one manner in which a message is different from a *transmission.* We are here again threatened with semantic shadings but perhaps it is sufficient to state that while one transmission may be a (short) message it is normally to be expected that a message will be composed of several transmissions, and, a transmission can be other than a portion of a formal (composed) message. A transmission is made *any* time the transmitter is placed on the air, a message is the total information placed on the air in a prescribed manner by means of one or more transmissions.

Never change a single word in a formal message which is received for relay purposes! This requirement embodies another attempt to exclude the "I's" of the system. Don't color the message with what *you* think! Let it be received at its destination in its pure form. However, if you are convinced that the message is in error, originate your own message to follow the first message, safe in the knowledge that it, too, will reach its destination without being colored by what some later operator down the line may "think" about what you "thought" about the first message. By this method the first message will be received in its unadulterated form and the terminal station will be afforded the means of making a judgment between it and your subsequent message. If you color the first message you deny the destination station that right.

Think twice before you submit your thoughts on a message. Be sure you know what the message really means before you act; many messages are in reality "key phrases" that connect or complete information that is in the minds only of the originator and the receiver of the message. In other words, it is probable that these people know something that you don't know.

(Next month - MESSAGE FORMS)

APPENDICES B THROUGH F

Title pages and tables of content for five training guides and manuals produced and/or published with Law Enforcement Assistance Act support appear in the following pages. Inquiries regarding availability of these publications should be made to the respective grantees.

APPENDIX B
LEAA GRANT 204

MANUAL FOR POLICE

In the State of New York

NELSON A. ROCKEFELLER
GOVERNOR

ARTHUR CORNELIUS, JR.
Superintendent of State Police

Prepared and published by the New York State Police
as a service to Law Enforcement in the
State of New York

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Manual Number _____

TABLE OF CONTENTS

Section	*Title of Section*	*Page*
1.	References and Citations	1
2.	New York State Police	2
3.	Civics and Government	4
4.	Police Records	5
5.	Police Administration	8
6.	Public Relations	10
7.	The New Penal Law	16
8.	Culpability, Parties to Crime	22
9.	Classification of Offenses	26
10.	Disposition of Offenders	28
11.	Defenses and the Use of Force	33
12.	Courts and Court Procedure	40
13.	Informations	46
14.	The Grand Jury and Indictment	48
15.	Proceedings After Indictment	49
16.	Family Court Act	49
17.	Procedures Re Children and Youths	51
18.	Arrests and Bail	55
19.	Abortion and Related Crimes	79
20.	Accidents	81
21.	Adultery	93
22.	Advertisements	94
23.	Aircraft	97
24.	Alcoholic Beverage Control Law	99
25.	Animals (Including Rabies)	104
26.	Arson and Fires	113
27.	Assault, Menacing, Reckless Endangerment	122
28.	Attempts	129
29.	Attorneys	130
30.	Auctioneers	133
31.	Bad Checks and Forged Checks	134
32.	Bigamy	139
33.	Billiard and Pocket Billiard Rooms	141
34.	Bribery and Related Crimes	143
35.	Burglary	153
36.	Canals	159
37.	Carnivals, Circuses and Fairs	160
38.	Children	162
39.	Civil Rights	171
40.	Communications	176

Section	Title of Section	Page
41.	Compounding a Crime; Compromise of Crime	198
42.	Conservation Law	200
43.	Conspiracy	201
44.	Corporate Official Misconduct	203
45.	Creating a Hazard	204
46.	Criminal Anarchy	205
47.	Criminal Contempt	206
48.	Criminal Facilitation	207
49.	Criminal Mischief and Reckless Endangerment of Property	209
50.	Criminal Nuisance	213
51.	Criminal Solicitation	215
52.	Criminal Tampering	217
53.	Criminal Trespass	219
54.	Disorderly Conduct, Harassment and Loitering	223
55.	Dangerous Drugs	228
56.	Election Laws	241
57.	Endangering Incompetent	246
58.	Escape and Detention Facilities	246
59.	Explosives and Bombs	249
60.	Extortion and Coercion	260
61.	False Insurance Claims	266
62.	False Written Statements	267
63.	Federal Crimes	272
64.	Fingerprints and Identification	275
65.	Firearms and Weapons	282
66.	Fireworks	303
67.	Forgery and Slugs	305
68.	Fortune Telling	313
69.	Frauds	314
70.	Gambling	327
71.	Highways	338
72.	Hindering Prosecution	341
73.	Homicides	343
74.	Hotels, Motels, Other Temporary Residences	353
75.	Impersonation	356
76.	Incest	361
77.	Intoxication	362
78.	Investigations	366
79.	Junk Dealers	396
80.	Kidnapping and Custodial Interference	397
81.	Laboratory Examinations	402
82.	Larceny	406
83.	Lost and Found Property	424

Section	Title of Section	Page
84.	Marriage Violations	428
85.	Mental Hygiene Law	430
86.	Misapplication of Property	432
87.	Navigation Law	433
88.	Obscenity and Pornography	453
89.	Observation and Patrol	457
90.	Obstructing Governmental Administration	464
91.	Offensive Exhibitions	465
92.	Official Misconduct	466
93.	Party Lines	468
94.	Pawnbrokers	468
95.	Peddlers	470
96.	Perjury and Sworn False Statements	472
97.	Physicians and Dentists	475
98.	Private Investigators	478
99.	Prostitution	478
100.	Public Health	484
101.	Public Lewdness and Exposure	487
102.	Public Safety	489
103.	Railroads and Railroad Police	491
104.	Refusing to Aid a Peace Officer	493
105.	Rape	494
106.	Report Writing and Handling	497
107.	Riots and Unlawful Assembly	503
108.	Road Blocks	506
109.	Robbery	508
110.	Sabbath Laws	511
111.	School and School Buses	513
112.	Search and Seizure	517
113.	Sepulture (Dead Bodies and Graves)	531
114.	Sex Offenses (Including Sodomy)	534
115.	Stolen Property	538
116.	Subpoenas	541
117.	Suicide	542
118.	Theft of Services	544
119.	Traffic	550
121.	Unauthorized Use of a Vehicle	559
122.	Unlawful Imprisonment	561
123.	Unlawful Disclosure	562
124.	Usury	563
125.	Tax Laws	565
126.	Wanted Persons	570
127.	Descriptions—Persons or Property	573
128.	Religious Services—Disrupting or Disturbing	576

APPENDIX C
LEAA GRANT 081

Handbook
for
Law Enforcement Officers

Prepared by the

Kansas Peace Officers Handbook Committee

Published by the

League of Kansas Municipalities
112 West Seventh Street
Topeka, Kansas

AUGUST, 1966

This book is the property of

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and is for official use only

TABLE OF CONTENTS

Chapter		*Page*
	FOREWORD	ii
	CODE OF ETHICS	iv
I.	THE LAW ENFORCEMENT OFFICER	1
II.	GENERAL RULES OF CONDUCT	5
	Responsibility	5
	Discipline	5
	Courtesy	6
III.	JURISDICTION	10
	Types of Offenses	10
	Federal Violations	10
	State Law Violations	11
	City Ordinance Violations	11
	Multiple Violations by One Act	11
	Juvenile Offenders	12
IV.	CRIMINAL PROCEDURE	13
	State	13
	City	14
V.	CRIME PREVENTION	15
	Practical Crime Prevention Activities	16
	Suggested Methods of Educating the Public	16
VI.	NOTE TAKING	17
	Purpose	17
	Basic Rules	17
	Suggestions on What to Include	17
VII.	REPORT WRITING	19
	Contents of a Good Report	19
	Complaint Reports	20
	Investigative or Offense Reports	21
	Accident Reports	21
	Summons and/or Arrests	22
VIII.	ARREST	23
	Defined: What Constitutes Arrest	23
	Official Inquiry; Request for Display of Driver's License; Not Arrest	23
	General Duties in Making Arrest	23
	Time of Arrest	24
	Persons Authorized to Issue Warrants for Arrest	24
	Procedure for Issuance of Warrant for Arrest	24
	Arrest with a Warrant	24
	Authority to Arrest Without a Warrant	25
	Resisting Arrest; Use of Force	25
	Arrest Immunity	25
	Duties After Arrest	26
	Officer Exceeding Authority	26
	Reasonableness	26
IX.	MECHANICS OF ARREST AND HANDLING PRISONERS	27
	Elements Necessary for an Arrest	27
	Responsibilities in Making an Arrest	27

Chapter *Page*

MECHANICS OF ARREST AND HANDLING PRISONERS—*Continued*
Making Initial Contact 28
Officer's Manner in Making Arrest 28
Use of Force 28
Use of Firearms 28
Considerations in Arresting Various Types of Persons 28
Arrest on Street (Person Not in Car)..... 30
Arrest of Subject in Automobile 30
Arrest at Home, Public Gatherings, Office, or Place of Business 31
Raid Situations 32
Search of Person 33
Booking or Recording Arrest 34
Valuables and Other Personal Property.... 34
Criminal Identification 35

X. SEARCHES AND SEIZURES 36
Fourth Amendment, United States Constitution 36
Searches and Seizures Generally 36
Persons Authorized to Issue Search Warrants 36
Purpose of Search Warrant 36
Explanation of Terms 37
Obtaining a Search Warrant..... 37
Finding Required by Magistrate 37
Necessary Description 37
Execution of Warrant by Officer Designated 37
Command of the Warrant..... 38
Deviation from Command of the Warrant.. 38
Time of Search and Seizure..... 38
Use of Force 38
Duties of Officer in Taking Property..... 38
Time of Execution and Return of Warrant; Written Inventory 39
City Ordinance Violations; Search Warrants 39
Search Incidental to Arrest..... 39
Search of Moving Vehicles 40
Search by Consent 41
Consent by Owner, Landlord or Person in Control 41
Situations Where There Is No Search Authority Required 41
Situations Where There Is No Seizure.... 42
Seach of the Person 42

XI. CRIME SCENE INVESTIGATION..... 43
Protection of the Crime Scene 43
Recognition of the Evidence..... 44
Collection and Preservation of the Evidence 45
Expert Examination of Evidence 48

XII. TECHNIQUES OF ROAD BLOCKS..... 50
Source 50
Road Block Plan 50
Caution 50
Responsibility of Calling and Cancelling Road Block 50
Types of Crimes for Which Road Block May Be Requested 50
Procedure for Road Block Plan 51

Chapter *Page*

TECHNIQUES OF ROAD BLOCKS—*—Continued*
Duties at the Block Point 51
Equipment 52
o Conduct 53

XIII. ACCIDENT INVESTIGATION 54
General Procedure at All Accidents..... 54
Interviewing Drivers, Witnesses, Passengers.. 55
Examining Scene 56
Measurements and Diagrams 56
Speed 58
Hit-and-Run Investigation 58
Questioning Owner (or Driver) 59
What Accidents Must Be Reported by State Law 60

XIV. USE OF CHEMICAL TESTS IN DWI SITUATIONS 61
Officers Authorized to Request Test..... 61
Necessary Conditions and Reasonable Grounds for Request 61
Authorized Chemical Tests 61
Consent to Test 61
Duties of Officer 62
Failure to Explain Consequences 62
Persons Authorized to Withdraw Blood..... 62
Rights of the Arrested Operator..... 62
Officer's Duty After Refusal 62
Test Procedure Separate from Criminal Prosecution 63

XV. LEGAL GUIDELINES FOR QUESTIONING SUSPECTS 64
Fifth Amendment, U.S. Constitution..... 64
Sixth Amendment, U.S. Constitution..... 64
K.S.A. 60-425 64
Confessions or Admissions Generally..... 64
Reason for Need To Be Voluntary..... 64
Rights of Accused 65
Duties of Accused 65
Recommended Practice 65
Situations Where Warning Unnecessary.... 66

XVI. METHODS OF INTERVIEW AND INTERROGATON 67

XVII. EFFECTIVE METHODS OF TESTIFYING IN COURT 70
Requisites of Effective Testimony..... 70
Definition of Evidence 70
Types of Evidence 70
Inadmissible Evidence (Improper Testimony) 71
Preparation for Testifying 72
Trial 73

XVIII. SPECIAL PROBLEMS 77
Probable Cause 77
Misuse of Authority 77
City Traffic Ordinance Violations 79

SUMMARY 81

APPENDICES 82-100

PREVENTION AND CONTROL OF MOBS AND RIOTS

FEDERAL BUREAU OF INVESTIGATION
UNITED STATES DEPARTMENT OF JUSTICE
JOHN EDGAR HOOVER, DIRECTOR

TABLE OF CONTENTS

Preface iii

Acknowledgments v

CHAPTER I

THE LAW 1

FEDERAL CONSTITUTION AND STATUTORY LAW ON DOMESTIC VIOLENCE, RIOT, AND REBELLION 2

STATE CONSTITUTION AND LAW--POLICE POWERS IN DOMESTIC VIOLENCE, RIOT, AND REBELLION 11

CHAPTER II

AN ANALYSIS 15

I. CONTRIBUTING FACTORS LEADING TO CIVIL DISORDER 16

II. CROWDS AND THEIR BEHAVIOR 17

A. Nature of Crowds 18

B. Basic Behavior Patterns in Mobs 19

C. The People Involved 21

D. Behavior Dynamics in Unruly Crowds 22

III. THE RIOT PATTERN 24

A. The Pattern of Preparation 24

B. The Role of Rumor 25

CHAPTER III

CHARACTERISTICS OF A RIOT 27

I. TYPES OF VIOLENCE 28

II. LEADERSHIP 30

III. TACTICS EMPLOYED 31

CHAPTER IV

THE POLICE ROLE IN PREVENTING RIOTS 35

I. INTRODUCTION 36

II. UNIFORM, EFFICIENT LAW ENFORCEMENT 37

III. TRAINING PROGRAM FOR INDIVIDUAL OFFICERS 40

IV. POLICE-COMMUNITY RELATIONS 41

A. Internal Organization 42

B. Training Programs 43

C. Liaison with the Community 43

D. Complaint Procedures 44

E. Public Relations and Liaison with News Media 45

F. School Programs and Activities 46

G. Liaison with City and County Officials and Agencies 46

H. Support Programs 46

CHAPTER V

CROWD AND DEMONSTRATION CONTROL 47

I. CROWD CONTROL 48

A. Specific Problems 50

B. Crowd Control Plan 51

II. CONTROL OF DEMONSTRATIONS 52

A. Lawful Demonstrations 53

B. Unlawful Acts by Demonstrators 55

CHAPTER VI

PLANNING AND ORGANIZING FOR RIOT CONTROL OPERATIONS 59

I. INTRODUCTION 60

II. INTELLIGENCE PLANNING 60

A. Sources of Intelligence 60

B. Intelligence Evaluation 61

C. Supplimental Information 61

III. LOGISTICS PLANNING 62

A. Transportation 62

B. Emergency Facilities 62

C. Field Locations and Services 62

D. Communications 63

E. Clothing and Equipment 63

F. Operational Equipment 63

G. Chemicals 64

IV. OPERATIONS PLANNING 65

A. Aircraft 66

B. Press Relations 66

C. Liaison 67

D. Manpower 67

E. Chain of Command 67

F. Proclamations 68

G. Command Posts 68

V. ORGANIZATION AND TRAINING 68

A. Organization 68

B. Training 70

VI. THE CITY PLAN 71

A. Chain of Command 72

B. Command Posts 72
C. Personnel 72
D. Communications 73
E. Supplies and Equipment 73
F. Control of Business 73
G. Apprehension, Identification, and Detention 74
H. Liaison 74
I. Practical Considerations 74
VII. ASSISTANCE FROM OTHER MUNICIPAL, COUNTY, AND STATE RESOURCES 76
VIII. FEDERAL AID 78

CHAPTER VII

POLICE OPERATIONS DURING A RIOT 81
I. INTRODUCTION 82
II. RIOT CONTROL PRINCIPLES 82
A. Principle of the Objective 82
B. Principle of the Offensive 82
C. Principle of Mass 83
D. Principle of Economy of Force 83
E. Principle of Maneuver 83
F. Principle of Unity of Command 83
G. Principle of Security 83
H. Principle of Surprise 84
I. Principle of Simplicity 84
III. CONTAINING AND ISOLATING THE AREA 84
A. Patrols 84
B. Roadblocks and Barricades 85

C. Search and Seizure 85

D. Curfews 85

E. Police Security Measures 86

IV. QUELLING THE RIOT 86

A. Types of Riots 86

B. Show of Force 87

C. Remove Leaders 87

D. Use of Photography 88

E. Follow-up Measures 88

V. EMPLOYMENT AND APPLICATION OF FORCE 89

A. Firearms 89

B. Bayonets 90

C. Fire Hoses 90

D. Dogs 90

E. Horses 91

F. Batons 91

G. Chemical Agents 91

VI. PROTECTIVE EQUIPMENT 92

VII. RIOT CONTROL FORMATIONS 92

A. Squad 93

B. Platoon 93

C. Formations 93

D. Vehicles 94

VIII. COUNTERMEASURE OPERATIONS 94

A. Downtown 94

B. Residential Areas 95

C. Barricades 95

D. Looting 95

E. Vital Buildings 95

F. Teamwork 95

G. Post Riot Control 96

CHAPTER VIII

ATE NATIONAL GUARD ASSISTANCE TO LOCAL AUTHORITIES 97

INTRODUCTION 98

PLANNING 98

APPLICATION FOR STATE AID 101

NATIONAL GUARD UNITS 102

RELEASE OF NATIONAL GUARD 103

ndix 104

APPENDIX E
LEAA GRANT 035

Similar manuals have been produced under this grant for prosecuting attorney training in Minnesota, Ohio, Illinois and Michigan.

the law of arrest, search and seizure in Iowa

National District Attorneys Association

211 EAST CHICAGO AVENUE / CHICAGO, ILLINOIS

CONTENTS

CHAPTER I.

SEARCHES WITHOUT WARRANT — PAGE

A. SEARCH INCIDENT TO ARREST. 2
SCOPE OF SEARCH 3
TIMELINESS OF SEARCH. 5
WHAT MAY BE SEIZED 8
VALID ARREST. 14

B. SEARCH OF VEHICLES 25
THE CARROLL RULE. 34
SEARCH WARRANTS 36

C. CONSENT SEARCHES 37

D. EMERGENCY SEARCHES 43

CHAPTER II.

SEARCHES UNDER WARRANT

GENERAL CONSIDERATIONS 45

REQUISITES OF A VALID SEARCH WARRANT
A. ISSUANCE OF THE WARRANT 47
B. OBJECTS FOR WHICH SEARCH WARRANTS MAY BE ISSUED 49
C. PROBABLE CAUSE 50
D. THE OATH OR AFFIRMATION 57
E. THE DESCRIPTION 59

EXECUTING THE WARRANT. 62

CHAPTER III.

SPECIAL PROBLEMS
A. MATERIAL WITHIN THE BODY 66
B. DERIVATIVE USE OF ILLEGAL SEIZURE: FRUITS . . 71
C. THE "SILVER PLATTER" RULE 72
D. ADMINISTRATIVE SEARCHES 72
E. WIRETAPPING AND EAVESDROPPING. 75
F. ENTRAPMENT 83
G. PROCEDURAL ASPECTS 84

CONCLUSION 86

APPENDIX F
LEAA GRANT 022

THE POLICE HELICOPTER PATROL TEAM

TRAINING MANUAL AND FLIGHT SYLLABUS

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
PETER J. PITCHESS, SHERIFF
1968